

Enterprise Incident Report August 2012

As of 9/4/2012

Human Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution				
			Critical	High	Low	Medium	FCR Total
Human Services	Application Services	Bart Purser	0 0	0 0	1 0	0 0	1 0
		Bill Felt	0 0	0 0	1 1	0 0	1 1
		Chad D Fowers	0 0	0 0	1 1	1 0	2 1
		Danielle Hood	0 0	0 0	8 0	0 0	8 0
		Dustin Crump	0 0	0 0	13 2	0 0	13 2
		Martin Gonzalez	0 0	0 0	12 12	1 1	13 13
		Terry Forsgren	0 0	0 0	3 1	0 0	3 1
		Tony Larsen	0 0	0 0	13 1	0 0	13 1
		Assigned to Individual Total	0 0	0 0	52 18	2 1	54 19
	Application Support	Justin Rasmussen	0 0	0 0	10 0	0 0	10 0
		Assigned to Individual Total	0 0	0 0	10 0	0 0	10 0

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			Critical	High	Low	Medium	FCR Total
Human Services	Application Support - EFIND	Anhkim Le	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Application Support - USIIS	JC Alexander	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	1	0	1
			0	0	1	0	1
	Campus Networking	Charmaine Malan	0	0	2	0	2
			0	0	0	0	0
		Robert Ryan	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	3	0	3
			0	0	0	0	0
	Capitol Hosting	Conn Peterson	0	0	1	0	1
			0	0	0	0	0
		Dale Hicks	0	1	0	0	1
			0	0	0	0	0
		Kyle Burkhardt	0	0	2	0	2
			0	0	0	0	0
	Enterprise Security	Mike Tyrrell	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	1	4	0	5
			0	0	0	0	0
	Enterprise Security	Jed Johnson	0	0	1	0	1
			0	0	0	0	0
		Jerri Averde	0	0	1	0	1
			0	0	0	0	0

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			Critical	High	Low	Medium	FCR Total
Human Services	Enterprise Security	Sharon Smith	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	3	0	3
			0	0	1	0	1
	Fleet Administration	Amanda Ronan	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Help Desk	Brenda Treadway	0	0	28	0	28
			0	0	28	0	28
		Dawn Wayment	0	0	1	0	1
			0	0	0	0	0
		Eileen Dubach	0	0	18	0	18
			0	0	18	0	18
		James Stearns	0	0	13	0	13
			0	0	13	0	13
		Julie VanBeekum	0	0	49	0	49
			0	0	49	0	49
	Mainframe Systems Support	Sarah Johnson	0	0	4	0	4
			0	0	0	0	0
		Vicky Marrelli	0	0	47	0	47
			0	0	46	0	46
		Assigned to Individual Total	0	0	160	0	160
			0	0	154	0	154
		Greg Shoop	0	0	1	0	1
			0	0	1	0	1
		Lester Aoki	0	0	0	1	1
			0	0	0	0	0

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			Critical	High	Low	Medium	FCR Total
Human Services	Mainframe Systems Support	Assigned to Individual Total	0	0	1	1	2
			0	0	1	0	1
	Metro A Desktop Support	Adam Staks	0	0	1	0	1
			0	0	0	0	0
		Mike Beynon	0	0	10	0	10
			0	0	4	0	4
		Assigned to Individual Total	0	0	11	0	11
			0	0	4	0	4
	Metro A Help Desk	Ed Conrad	0	0	1	0	1
			0	0	1	0	1
		Edward Fortner	0	0	4	0	4
			0	0	3	0	3
		Liz Evans	0	0	5	0	5
			0	0	5	0	5
		Assigned to Individual Total	0	0	10	0	10
			0	0	9	0	9
	Metro B Desktop Support	Annice Valdez	0	0	59	0	59
			0	0	7	0	7
		Anthony Booyse	0	0	12	0	12
			0	0	0	0	0
		Austin Farey	0	0	9	0	9
			0	0	1	0	1
		Bill Crowther	0	0	1	0	1
			0	0	0	0	0
		Cindy Reed	0	0	6	0	6
			0	0	0	0	0
		Jay Locker	0	0	23	0	23
			0	0	2	0	2

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			Critical	High	Low	Medium	FCR Total
Human Services	Metro B Desktop Support	Mike Wilde	0	0	13	0	13
			0	0	1	0	1
		Peter Musser	0	0	18	0	18
			0	0	4	0	4
		Sean Chadbourne	0	0	9	0	9
			0	0	0	0	0
		Stephanie Young	0	0	14	0	14
			0	0	0	0	0
		Tyler Pearce	0	0	2	1	3
			0	0	0	0	0
		Assigned to Individual Total	0	0	166	1	167
			0	0	15	0	15
	Metro B Help Desk	Gary Graham	0	0	319	0	319
			0	0	265	0	265
		Janet Hongsyvilay	0	0	35	0	35
			0	0	27	0	27
		Tyler Pearce	0	0	109	0	109
			0	0	53	0	53
	Metro B Hosting	Val Shepherd	0	0	420	0	420
			0	0	337	0	337
		Assigned to Individual Total	0	0	883	0	883
			0	0	682	0	682
		Cuyler Steiner	0	0	1	0	1
			0	0	0	0	0
	Metro B Hosting	Greg Taylor	0	0	1	0	1
			0	0	0	0	0
		Justin Rasmussen	0	0	9	0	9
			0	0	0	0	0

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			Critical	High	Low	Medium	FCR Total
Human Services	Metro B Hosting	Ken Bolkcom	0	0	1	0	1
			0	0	0	0	0
		Paul Engbersen	0	0	1	0	1
			0	0	0	0	0
		Paul Seager	0	0	16	0	16
			0	0	0	0	0
		Assigned to Individual Total	0	0	29	0	29
			0	0	0	0	0
	Metro C Desktop Support	Ed Radke	0	0	1	0	1
			0	0	0	0	0
		Ken Knobel	0	0	1	0	1
			0	0	0	0	0
		Troy Buchanan	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	3	0	3
			0	0	0	0	0
	Metro C Help Desk	Reed Stohel	0	0	61	0	61
			0	0	59	0	59
		Ross Owen	0	0	40	0	40
			0	0	40	0	40
		Assigned to Individual Total	0	0	101	0	101
			0	0	99	0	99
	Metro D Desktop Support	Greg Clawson	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	1	0	1
			0	0	1	0	1
	Metro D Help Desk	Doug Brown	0	0	2	0	2
			0	0	2	0	2

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			Critical	High	Low	Medium	FCR Total
Human Services	Metro D Help Desk	John Robinson	0	0	3	0	3
			0	0	2	0	2
		Assigned to Individual Total	0 0	0 0	5 4	0 0	5 4
	Network Operations	Brian Chatwin	0	0	1	0	1
			0	0	0	0	0
		Kelli Okumura	0	0	1	0	1
			0	0	0	0	0
		Michael Ostrander	0 0	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	0 0	5 0	0 0	5 0
	Operations Production Control	Cal Brinton	0	0	2	0	2
			0	0	2	0	2
		Christie Burnham	0	0	13	0	13
			0	0	12	0	12
		Duane Hardy	0 0	0 0	4 2	0 0	4 2
		Lester Aoki	0 0	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	0 0	22 16	0 0	22 16
	ORS Adobe Support	John Lowder	0	0	5	0	5
			0	0	0	0	0
		Julie Mortensen	0 0	0 0	4 0	0 0	4 0
		Justin Rasmussen	0 0	0 0	1 0	0 0	1 0

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			Critical	High	Low	Medium	FCR Total
Human Services	ORS Adobe Support	Assigned to Individual Total	0	0	10	0	10
			0	0	0	0	0
	ORS Content Manager	Dan Barrett	0	0	2	0	2
			0	0	0	0	0
		Pam Lee	0	0	4	0	4
			0	0	0	0	0
		Assigned to Individual Total	0	0	6	0	6
			0	0	0	0	0
	Rural Central Desktop Support	Gerald Adams	0	0	8	0	8
			0	0	0	0	0
		Jay Barfuss	0	0	6	0	6
			0	0	4	0	4
		Jeremy Standifird	0	0	17	0	17
			0	0	0	0	0
		Jessica Purcell	0	0	11	0	11
			0	0	10	0	10
		John Donaldson	0	0	11	0	11
			0	0	1	0	1
		Paul Petersen	0	0	12	0	12
			0	0	3	0	3
		Robert Case	0	0	50	0	50
			0	0	22	0	22
		Rod Montoya	0	0	5	0	5
			0	0	4	0	4
		Ron LeBaron	0	0	32	0	32
			0	0	19	0	19
		Todd Hardy	0	0	2	0	2
			0	0	2	0	2

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			Critical	High	Low	Medium	FCR Total
Human Services	Rural Central Desktop Support	Troy Morris	0 0	0 0	20 4	2 0	22 4
		Assigned to Individual Total	0 0	0 0	174 69	2 0	176 69
	Rural North Desktop Support	Dane Smith	0 0	0 0	5 0	0 0	5 0
		Don Higgs	0 0	0 0	3 3	0 0	3 3
		Kim Ratuszniak	0 0	0 0	28 28	0 0	28 28
		Lori Hartzell	0 0	0 0	21 5	0 0	21 5
		Neil Smedley	0 0	0 0	5 2	0 0	5 2
		Robert Stock	0 0	0 0	1 0	0 0	1 0
		Rodney Peterson	0 0	0 0	3 0	0 0	3 0
		Ruston McKay	0 0	0 0	34 32	0 0	34 32
		Ryan Casey	0 0	0 0	29 11	0 0	29 11
		Wayne Higgs	0 0	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	0 0	133 82	0 0	133 82
	Rural South Desktop Support	Cheri Oldham	0 0	0 0	1 0	0 0	1 0

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			Critical	High	Low	Medium	FCR Total
Human Services	Rural South Desktop Support	Doug Chaston	0 0	0 0	3 2	0 0	3 2
		Doug Thornton	0 0	0 0	5 0	0 0	5 0
		Joel Finlinson	0 0	0 0	4 4	0 0	4 4
		Lance Nay	0 0	0 0	21 17	0 0	21 17
		Lane Adams	0 0	0 0	6 0	1 0	7 0
		Meladye Shively	0 0	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	0 0	4 0	0 0	4 0
		Scott Jesienouski	0 0	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	0 0	49 24	1 0	50 24
	Salt Lake Data Center Operations	Gerard Russell	0 0	0 0	1 0	0 0	1 0
		Kristi Behunin	0 0	0 0	1 0	0 0	1 0
		Tom Paden	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	3 0	0 0	3 0
	Strategic Communications	Dennis Rogers	0 0	0 0	1 0	0 0	1 0

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			Critical	High	Low	Medium	FCR Total
Human Services	Strategic Communications	Luis Larios	0	0	2	0	2
			0	0	0	0	0
		Assigned to Individual Total	0	0	3	0	3
			0	0	0	0	0
	Technical Application Help Desk	Debbie Campbell	0	0	3	0	3
			0	0	0	0	0
		Jeff Dart	0	0	1	0	1
			0	0	0	0	0
		Kristie Mikstas	0	0	2	0	2
			0	0	2	0	2
		Lori Newren	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	7	0	7
			0	0	3	0	3
	USIIS Outreach	Lisa Young	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	USIIS Tech Support	Yukiko Yoneoka	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Voice Operations	Gail Christiansen	1	0	6	0	7
			0	0	0	0	0
		James Gifford	0	0	1	0	1
			0	0	1	0	1
		Julie Sabato	0	0	2	0	2
			0	0	0	0	0

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			Critical	High	Low	Medium	FCR Total
Human Services	Voice Operations	Kelly Johnson	0 0	0 0	4 0	0 0	4 0
		Romanza Hamblin Sorensen	0 0	0 0	37 18	1 0	38 18
		Assigned to Individual Total	1 0	0 0	50 19	1 0	52 19
	Voice/Data/WAN Services	Greg Blessing	0 0	0 0	1 0	0 0	1 0
		Mitch Hood	0 0	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	0 0	2 0	0 0	2 0
		T Artis	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	6 0	0 0	6 0
	Assigned Group Total		1 0	1 0	1,915 1,202	8 1	1,925 1,203
Customer Company Total			1 0	1 0	1,915 1,202	8 1	1,925 1,203

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - Missed Initial Response				
			Critical	High	Low	Medium	MIR Total
Human Services	Application Services	Bart Purser	0 0	0 0	1 0	0 0	1 0
		Bill Felt	0 0	0 0	1 0	0 0	1 0
		Chad D Fowers	0 0	0 0	1 0	1 0	2 0
		Danielle Hood	0 0	0 0	8 3	0 0	8 3
		Dustin Crump	0 0	0 0	13 1	0 0	13 1
		Martin Gonzalez	0 0	0 0	12 2	1 0	13 2
		Terry Forsgren	0 0	0 0	3 1	0 0	3 1
		Tony Larsen	0 0	0 0	13 3	0 0	13 3
		Assigned to Individual Total	0 0	0 0	52 10	2 0	54 10
	Application Support	Justin Rasmussen	0 0	0 0	10 0	0 0	10 0
		Assigned to Individual Total	0 0	0 0	10 0	0 0	10 0

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			Critical	High	Low	Medium	MIR Total
Human Services	Application Support - EFIND	Anhkim Le	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - USIIS	JC Alexander	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Campus Networking	Charmaine Malan	0 0	0 0	2 1	0 0	2 1
		Robert Ryan	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	3 1	0 0	3 1
	Capitol Hosting	Conn Peterson	0 0	0 0	1 0	0 0	1 0
		Dale Hicks	0 0	1 0	0 0	0 0	1 0
		Kyle Burkhardt	0 0	0 0	2 1	0 0	2 1
		Mike Tyrrell	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 0	4 2	0 0	5 2
	Enterprise Security	Jed Johnson	0 0	0 0	1 1	0 0	1 1
		Jerri Averre	0 0	0 0	1 0	0 0	1 0

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			Critical	High	Low	Medium	MIR Total
Human Services	Enterprise Security	Sharon Smith	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	3 1	0 0	3 1
	Fleet Administration	Amanda Ronan	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	0 0	28 0	0 0	28 0
		Dawn Wayment	0 0	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	0 0	18 1	0 0	18 1
		James Stearns	0 0	0 0	13 0	0 0	13 0
		Julie VanBeekum	0 0	0 0	49 0	0 0	49 0
		Sarah Johnson	0 0	0 0	4 0	0 0	4 0
		Vicky Marrelli	0 0	0 0	47 0	0 0	47 0
		Assigned to Individual Total	0 0	0 0	160 1	0 0	160 1
	Mainframe Systems Support	Greg Shoop	0 0	0 0	1 0	0 0	1 0
		Lester Aoki	0 0	0 0	0 0	1 0	1 0

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			Critical	High	Low	Medium	MIR Total
Human Services	Mainframe Systems Support	Assigned to Individual Total	0	0	1	1	2
			0	0	0	0	0
	Metro A Desktop Support	Adam Staks	0	0	1	0	1
			0	0	0	0	0
		Mike Beynon	0	0	10	0	10
			0	0	0	0	0
		Assigned to Individual Total	0	0	11	0	11
			0	0	0	0	0
	Metro A Help Desk	Ed Conrad	0	0	1	0	1
			0	0	0	0	0
		Edward Fortner	0	0	4	0	4
			0	0	0	0	0
		Liz Evans	0	0	5	0	5
			0	0	0	0	0
		Assigned to Individual Total	0	0	10	0	10
			0	0	0	0	0
	Metro B Desktop Support	Annice Valdez	0	0	59	0	59
			0	0	2	0	2
		Anthony Booyse	0	0	12	0	12
			0	0	0	0	0
		Austin Farey	0	0	9	0	9
			0	0	1	0	1
		Bill Crowther	0	0	1	0	1
			0	0	0	0	0
		Cindy Reed	0	0	6	0	6
			0	0	0	0	0
		Jay Locker	0	0	23	0	23
			0	0	1	0	1

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			Critical	High	Low	Medium	MIR Total
Human Services	Metro B Desktop Support	Mike Wilde	0 0	0 0	13 1	0 0	13 1
		Peter Musser	0 0	0 0	18 1	0 0	18 1
		Sean Chadbourne	0 0	0 0	9 1	0 0	9 1
		Stephanie Young	0 0	0 0	14 1	0 0	14 1
		Tyler Pearce	0 0	0 0	2 0	1 1	3 1
		Assigned to Individual Total	0 0	0 0	166 8	1 1	167 9
	Metro B Help Desk	Gary Graham	0 0	0 0	319 4	0 0	319 4
		Janet Hongsyvilay	0 0	0 0	35 0	0 0	35 0
		Tyler Pearce	0 0	0 0	109 3	0 0	109 3
		Val Shepherd	0 0	0 0	420 5	0 0	420 5
		Assigned to Individual Total	0 0	0 0	883 12	0 0	883 12
	Metro B Hosting	Cuyler Steiner	0 0	0 0	1 0	0 0	1 0
		Greg Taylor	0 0	0 0	1 0	0 0	1 0
		Justin Rasmussen	0 0	0 0	9 0	0 0	9 0

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			Critical	High	Low	Medium	MIR Total
Human Services	Metro B Hosting	Ken Bolkcom	0	0	1	0	1
			0	0	1	0	1
		Paul Engberson	0	0	1	0	1
			0	0	0	0	0
		Paul Seager	0	0	16	0	16
			0	0	0	0	0
		Assigned to Individual Total	0	0	29	0	29
			0	0	1	0	1
	Metro C Desktop Support	Ed Radke	0	0	1	0	1
			0	0	0	0	0
		Ken Knobel	0	0	1	0	1
			0	0	0	0	0
		Troy Buchanan	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	3	0	3
			0	0	0	0	0
	Metro C Help Desk	Reed Stohel	0	0	61	0	61
			0	0	0	0	0
		Ross Owen	0	0	40	0	40
			0	0	0	0	0
		Assigned to Individual Total	0	0	101	0	101
			0	0	0	0	0
	Metro D Desktop Support	Greg Clawson	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Metro D Help Desk	Doug Brown	0	0	2	0	2
			0	0	0	0	0

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			Critical	High	Low	Medium	MIR Total
Human Services	Metro D Help Desk	John Robinson	0 0	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	0 0	5 0	0 0	5 0
	Network Operations	Brian Chatwin	0 0	0 0	1 0	0 0	1 0
		Kelli Okumura	0 0	0 0	1 0	0 0	1 0
		Michael Ostrander	0 0	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	0 0	5 0	0 0	5 0
	Operations Production Control	Cal Brinton	0 0	0 0	2 0	0 0	2 0
		Christie Burnham	0 0	0 0	13 0	0 0	13 0
		Duane Hardy	0 0	0 0	4 0	0 0	4 0
		Lester Aoki	0 0	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	0 0	22 0	0 0	22 0
	ORS Adobe Support	John Lowder	0 0	0 0	5 5	0 0	5 5
		Julie Mortensen	0 0	0 0	4 3	0 0	4 3
		Justin Rasmussen	0 0	0 0	1 0	0 0	1 0

Enterprise Incident Report August 2012

As of 9/4/2012

Human Services

			Critical	High	Low	Medium	MIR Total
Human Services	ORS Adobe Support	Assigned to Individual Total	0	0	10	0	10
			0	0	8	0	8
	ORS Content Manager	Dan Barrett	0	0	2	0	2
			0	0	1	0	1
		Pam Lee	0	0	4	0	4
			0	0	4	0	4
		Assigned to Individual Total	0	0	6	0	6
			0	0	5	0	5
	Rural Central Desktop Support	Gerald Adams	0	0	8	0	8
			0	0	1	0	1
		Jay Barfuss	0	0	6	0	6
			0	0	0	0	0
		Jeremy Standifird	0	0	17	0	17
			0	0	1	0	1
		Jessica Purcell	0	0	11	0	11
			0	0	0	0	0
		John Donaldson	0	0	11	0	11
			0	0	2	0	2
		Paul Petersen	0	0	12	0	12
			0	0	0	0	0
		Robert Case	0	0	50	0	50
			0	0	11	0	11
		Rod Montoya	0	0	5	0	5
			0	0	0	0	0
		Ron LeBaron	0	0	32	0	32
			0	0	1	0	1
		Todd Hardy	0	0	2	0	2
			0	0	0	0	0

Enterprise Incident Report August 2012

As of 9/4/2012

Human Services

			Critical	High	Low	Medium	MIR Total
Human Services	Rural Central Desktop Support	Troy Morris	0 0	0 0	20 2	2 0	22 2
		Assigned to Individual Total	0 0	0 0	174 18	2 0	176 18
	Rural North Desktop Support	Dane Smith	0 0	0 0	5 0	0 0	5 0
		Don Higgs	0 0	0 0	3 0	0 0	3 0
		Kim Ratushniak	0 0	0 0	28 0	0 0	28 0
		Lori Hartzell	0 0	0 0	21 2	0 0	21 2
		Neil Smedley	0 0	0 0	5 0	0 0	5 0
		Robert Stock	0 0	0 0	1 0	0 0	1 0
		Rodney Peterson	0 0	0 0	3 1	0 0	3 1
		Ruston McKay	0 0	0 0	34 1	0 0	34 1
		Ryan Casey	0 0	0 0	29 6	0 0	29 6
		Wayne Higgs	0 0	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	0 0	133 10	0 0	133 10
	Rural South Desktop Support	Cheri Oldham	0 0	0 0	1 0	0 0	1 0

Enterprise Incident Report August 2012

As of 9/4/2012

Human Services

			Critical	High	Low	Medium	MIR Total
Human Services	Rural South Desktop Support	Doug Chaston	0 0	0 0	3 0	0 0	3 0
		Doug Thornton	0 0	0 0	5 0	0 0	5 0
		Joel Finlinson	0 0	0 0	4 0	0 0	4 0
		Lance Nay	0 0	0 0	21 0	0 0	21 0
		Lane Adams	0 0	0 0	6 1	1 1	7 2
		Meladye Shively	0 0	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	0 0	4 0	0 0	4 0
		Scott Jesienouski	0 0	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	0 0	49 1	1 1	50 2
	Salt Lake Data Center Operations	Gerard Russell	0 0	0 0	1 0	0 0	1 0
		Kristi Behunin	0 0	0 0	1 0	0 0	1 0
		Tom Paden	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	3 0	0 0	3 0
	Strategic Communications	Dennis Rogers	0 0	0 0	1 0	0 0	1 0

Enterprise Incident Report August 2012

As of 9/4/2012

Human Services

			Critical	High	Low	Medium	MIR Total
Human Services	Strategic Communications	Luis Larios	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	3 0	0 0	3 0
	Technical Application Help Desk	Debbie Campbell	0 0	0 0	3 0	0 0	3 0
		Jeff Dart	0 0	0 0	1 0	0 0	1 0
		Kristie Mikstas	0 0	0 0	2 0	0 0	2 0
		Lori Newren	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	7 1	0 0	7 1
	USIIS Outreach	Lisa Young	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	USIIS Tech Support	Yukiko Yoneoka	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	1 0	0 0	6 0	0 0	7 0
		James Gifford	0 0	0 0	1 0	0 0	1 0
		Julie Sabato	0 0	0 0	2 0	0 0	2 0

Enterprise Incident Report August 2012

As of 9/4/2012

Human Services

			Critical	High	Low	Medium	MIR Total
Human Services	Voice Operations	Kelly Johnson	0 0	0 0	4 0	0 0	4 0
		Romanza Hamblin Sorensen	0 0	0 0	37 0	1 0	38 0
		Assigned to Individual Total	1 0	0 0	50 0	1 0	52 0
	Voice/Data/WAN Services	Greg Blessing	0 0	0 0	1 0	0 0	1 0
		Mitch Hood	0 0	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	0 0	2 0	0 0	2 0
		T Artis	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	6 0	0 0	6 0
	Assigned Group Total		1 0	1 0	1,915 82	8 2	1,925 84
Customer Company Total			1 0	1 0	1,915 82	8 2	1,925 84

Enterprise Incident Report August 2012

As of 9/4/2012

Human Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours				ATTIR Total
			Critical	High	Low	Medium	
Human Services	Application Services	Bart Purser	0 0.00	0 0.00	1 0.57	0 0.00	1 0.57
		Bill Felt	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Chad D Fowers	0 0.00	0 0.00	1 0.00	1 0.00	2 0.00
		Danielle Hood	0 0.00	0 0.00	8 0.59	0 0.00	8 0.59
		Dustin Crump	0 0.00	0 0.00	13 0.17	0 0.00	13 0.17
		Martin Gonzalez	0 0.00	0 0.00	12 0.65	1 0.11	13 0.61
		Terry Forsgren	0 0.00	0 0.00	3 0.61	0 0.00	3 0.61
		Tony Larsen	0 0.00	0 0.00	13 0.56	0 0.00	13 0.56
		Assigned to Individual Total	0 0.00	0 0.00	52 0.47	2 0.05	54 0.46
	Application Support	Justin Rasmussen	0 0.00	0 0.00	10 0.00	0 0.00	10 0.00
		Assigned to Individual Total	0 0.00	0 0.00	10 0.00	0 0.00	10 0.00

Enterprise Incident Report August 2012

As of 9/4/2012

Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Application Support - EFIND	Anhkim Le	0 0.00	0 0.00	1 0.29	0 0.00	1 0.29
		Assigned to Individual Total	0 0.00	0 0.00	1 0.29	0 0.00	1 0.29
	Application Support - USIS	JC Alexander	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Campus Networking	Charmaine Malan	0 0.00	0 0.00	2 1.00	0 0.00	2 1.00
		Robert Ryan	0 0.00	0 0.00	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	0 0.00	0 0.00	3 0.69	0 0.00	3 0.69
	Capitol Hosting	Conn Peterson	0 0.00	0 0.00	1 0.78	0 0.00	1 0.78
		Dale Hicks	0 0.00	1 0.14	0 0.00	0 0.00	1 0.14
		Kyle Burkhardt	0 0.00	0 0.00	2 3.06	0 0.00	2 3.06
		Mike Tyrrell	0 0.00	0 0.00	1 1.56	0 0.00	1 1.56
		Assigned to Individual Total	0 0.00	1 0.14	4 2.12	0 0.00	5 1.72
	Enterprise Security	Jed Johnson	0 0.00	0 0.00	1 1.00	0 0.00	1 1.00
		Jerri Averde	0 0.00	0 0.00	1 0.93	0 0.00	1 0.93

Enterprise Incident Report August 2012

As of 9/4/2012

Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Enterprise Security	Sharon Smith	0 0.00	0 0.00	1 0.34	0 0.00	1 0.34
		Assigned to Individual Total	0 0.00	0 0.00	3 0.76	0 0.00	3 0.76
	Fleet Administration	Amanda Ronan	0 0.00	0 0.00	1 2.42	0 0.00	1 2.42
		Assigned to Individual Total	0 0.00	0 0.00	1 2.42	0 0.00	1 2.42
	Help Desk	Brenda Treadway	0 0.00	0 0.00	28 0.02	0 0.00	28 0.02
		Dawn Wayment	0 0.00	0 0.00	1 0.24	0 0.00	1 0.24
		Eileen Dubach	0 0.00	0 0.00	18 0.07	0 0.00	18 0.07
		James Stearns	0 0.00	0 0.00	13 0.03	0 0.00	13 0.03
		Julie VanBeekum	0 0.00	0 0.00	49 0.01	0 0.00	49 0.01
		Sarah Johnson	0 0.00	0 0.00	4 0.16	0 0.00	4 0.16
		Vicky Marrelli	0 0.00	0 0.00	47 0.02	0 0.00	47 0.02
		Assigned to Individual Total	0 0.00	0 0.00	160 0.03	0 0.00	160 0.03
	Mainframe Systems Support	Greg Shoop	0 0.00	0 0.00	1 0.18	0 0.00	1 0.18
		Lester Aoki	0 0.00	0 0.00	0 0.00	1 0.58	1 0.58

Enterprise Incident Report August 2012

As of 9/4/2012

Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Mainframe Systems Support	Assigned to Individual Total	0 0.00	0 0.00	1 0.18	1 0.58	2 0.38
	Metro A Desktop Support	Adam Staks	0 0.00	0 0.00	1 0.55	0 0.00	1 0.55
		Mike Beynon	0 0.00	0 0.00	10 0.06	0 0.00	10 0.06
		Assigned to Individual Total	0 0.00	0 0.00	11 0.10	0 0.00	11 0.10
	Metro A Help Desk	Ed Conrad	0 0.00	0 0.00	1 0.01	0 0.00	1 0.01
		Edward Fortner	0 0.00	0 0.00	4 0.06	0 0.00	4 0.06
		Liz Evans	0 0.00	0 0.00	5 0.00	0 0.00	5 0.00
		Assigned to Individual Total	0 0.00	0 0.00	10 0.02	0 0.00	10 0.02
	Metro B Desktop Support	Annice Valdez	0 0.00	0 0.00	59 0.15	0 0.00	59 0.15
		Anthony Booyse	0 0.00	0 0.00	12 0.19	0 0.00	12 0.19
		Austin Farey	0 0.00	0 0.00	9 0.27	0 0.00	9 0.27
		Bill Crowther	0 0.00	0 0.00	1 0.22	0 0.00	1 0.22
		Cindy Reed	0 0.00	0 0.00	6 0.25	0 0.00	6 0.25
		Jay Locker	0 0.00	0 0.00	23 0.24	0 0.00	23 0.24

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As of 9/4/2012

Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Metro B Desktop Support	Mike Wilde	0 0.00	0 0.00	13 0.42	0 0.00	13 0.42
		Peter Musser	0 0.00	0 0.00	18 0.41	0 0.00	18 0.41
		Sean Chadbourne	0 0.00	0 0.00	9 0.35	0 0.00	9 0.35
		Stephanie Young	0 0.00	0 0.00	14 0.31	0 0.00	14 0.31
		Tyler Pearce	0 0.00	0 0.00	2 0.16	1 16.87	3 5.73
		Assigned to Individual Total	0 0.00	0 0.00	166 0.25	1 16.87	167 0.35
	Metro B Help Desk	Gary Graham	0 0.00	0 0.00	319 0.08	0 0.00	319 0.08
		Janet Hongsyvilay	0 0.00	0 0.00	35 0.05	0 0.00	35 0.05
		Tyler Pearce	0 0.00	0 0.00	109 0.13	0 0.00	109 0.13
		Val Shepherd	0 0.00	0 0.00	420 0.09	0 0.00	420 0.09
		Assigned to Individual Total	0 0.00	0 0.00	883 0.09	0 0.00	883 0.09
	Metro B Hosting	Cuyler Steiner	0 0.00	0 0.00	1 0.17	0 0.00	1 0.17
		Greg Taylor	0 0.00	0 0.00	1 0.17	0 0.00	1 0.17
		Justin Rasmussen	0 0.00	0 0.00	9 0.06	0 0.00	9 0.06

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As of 9/4/2012

Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Metro B Hosting	Ken Bolkcom	0 0.00	0 0.00	1 1.44	0 0.00	1 1.44
		Paul Engberson	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Paul Seager	0 0.00	0 0.00	16 0.04	0 0.00	16 0.04
		Assigned to Individual Total	0 0.00	0 0.00	29 0.10	0 0.00	29 0.10
	Metro C Desktop Support	Ed Radke	0 0.00	0 0.00	1 0.04	0 0.00	1 0.04
		Ken Knobel	0 0.00	0 0.00	1 0.08	0 0.00	1 0.08
		Troy Buchanan	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	3 0.04	0 0.00	3 0.04
	Metro C Help Desk	Reed Stohel	0 0.00	0 0.00	61 0.01	0 0.00	61 0.01
		Ross Owen	0 0.00	0 0.00	40 0.00	0 0.00	40 0.00
		Assigned to Individual Total	0 0.00	0 0.00	101 0.01	0 0.00	101 0.01
	Metro D Desktop Support	Greg Clawson	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Metro D Help Desk	Doug Brown	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00

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As of 9/4/2012

Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Metro D Help Desk	John Robinson	0 0.00	0 0.00	3 0.10	0 0.00	3 0.10
		Assigned to Individual Total	0 0.00	0 0.00	5 0.06	0 0.00	5 0.06
	Network Operations	Brian Chatwin	0 0.00	0 0.00	1 0.35	0 0.00	1 0.35
		Kelli Okumura	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Michael Ostrander	0 0.00	0 0.00	3 0.33	0 0.00	3 0.33
		Assigned to Individual Total	0 0.00	0 0.00	5 0.27	0 0.00	5 0.27
	Operations Production Control	Cal Brinton	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Christie Burnham	0 0.00	0 0.00	13 0.05	0 0.00	13 0.05
		Duane Hardy	0 0.00	0 0.00	4 0.14	0 0.00	4 0.14
		Lester Aoki	0 0.00	0 0.00	3 0.53	0 0.00	3 0.53
		Assigned to Individual Total	0 0.00	0 0.00	22 0.13	0 0.00	22 0.13
	ORS Adobe Support	John Lowder	0 0.00	0 0.00	5 841.86	0 0.00	5 841.86
		Julie Mortensen	0 0.00	0 0.00	4 273.87	0 0.00	4 273.87
		Justin Rasmussen	0 0.00	0 0.00	1 0.24	0 0.00	1 0.24

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As of 9/4/2012

Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	ORS Adobe Support	Assigned to Individual Total	0 0.00	0 0.00	10 530.50	0 0.00	10 530.50
	ORS Content Manager	Dan Barrett	0 0.00	0 0.00	2 2.48	0 0.00	2 2.48
		Pam Lee	0 0.00	0 0.00	4 1.93	0 0.00	4 1.93
		Assigned to Individual Total	0 0.00	0 0.00	6 2.11	0 0.00	6 2.11
	Rural Central Desktop Support	Gerald Adams	0 0.00	0 0.00	8 0.22	0 0.00	8 0.22
		Jay Barfuss	0 0.00	0 0.00	6 0.00	0 0.00	6 0.00
		Jeremy Standifird	0 0.00	0 0.00	17 0.44	0 0.00	17 0.44
		Jessica Purcell	0 0.00	0 0.00	11 0.00	0 0.00	11 0.00
		John Donaldson	0 0.00	0 0.00	11 0.41	0 0.00	11 0.41
		Paul Petersen	0 0.00	0 0.00	12 0.00	0 0.00	12 0.00
		Robert Case	0 0.00	0 0.00	50 0.61	0 0.00	50 0.61
		Rod Montoya	0 0.00	0 0.00	5 0.14	0 0.00	5 0.14
		Ron LeBaron	0 0.00	0 0.00	32 0.09	0 0.00	32 0.09
		Todd Hardy	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00

Enterprise Incident Report August 2012

As of 9/4/2012

Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Rural Central Desktop Support	Troy Morris	0 0.00	0 0.00	20 0.32	2 0.48	22 0.34
		Assigned to Individual Total	0 0.00	0 0.00	174 0.31	2 0.48	176 0.31
	Rural North Desktop Support	Dane Smith	0 0.00	0 0.00	5 0.20	0 0.00	5 0.20
		Don Higgs	0 0.00	0 0.00	3 0.15	0 0.00	3 0.15
		Kim Ratushniak	0 0.00	0 0.00	28 0.13	0 0.00	28 0.13
		Lori Hartzell	0 0.00	0 0.00	21 0.30	0 0.00	21 0.30
		Neil Smedley	0 0.00	0 0.00	5 0.16	0 0.00	5 0.16
		Robert Stock	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Rodney Peterson	0 0.00	0 0.00	3 0.66	0 0.00	3 0.66
		Ruston McKay	0 0.00	0 0.00	34 0.15	0 0.00	34 0.15
		Ryan Casey	0 0.00	0 0.00	29 0.58	0 0.00	29 0.58
		Wayne Higgs	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	0 0.00	0 0.00	133 0.27	0 0.00	133 0.27
	Rural South Desktop Support	Cheri Oldham	0 0.00	0 0.00	1 0.34	0 0.00	1 0.34

Enterprise Incident Report August 2012

As of 9/4/2012

Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Rural South Desktop Support	Doug Chaston	0 0.00	0 0.00	3 0.18	0 0.00	3 0.18
		Doug Thornton	0 0.00	0 0.00	5 0.72	0 0.00	5 0.72
		Joel Finlinson	0 0.00	0 0.00	4 0.14	0 0.00	4 0.14
		Lance Nay	0 0.00	0 0.00	21 0.08	0 0.00	21 0.08
		Lane Adams	0 0.00	0 0.00	6 0.34	1 1.42	7 0.50
		Meladye Shively	0 0.00	0 0.00	1 0.27	0 0.00	1 0.27
		Ryan Bennett	0 0.00	0 0.00	4 0.45	0 0.00	4 0.45
		Scott Jesienouski	0 0.00	0 0.00	4 0.09	0 0.00	4 0.09
		Assigned to Individual Total	0 0.00	0 0.00	49 0.23	1 1.42	50 0.25
	Salt Lake Data Center Operations	Gerard Russell	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Kristi Behunin	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Tom Paden	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
	Strategic Communications	Dennis Rogers	0 0.00	0 0.00	1 0.35	0 0.00	1 0.35

Enterprise Incident Report August 2012

As of 9/4/2012

Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Strategic Communications	Luis Larios	0 0.00	0 0.00	2 0.11	0 0.00	2 0.11
		Assigned to Individual Total	0 0.00	0 0.00	3 0.19	0 0.00	3 0.19
	Technical Application Help Desk	Debbie Campbell	0 0.00	0 0.00	3 0.34	0 0.00	3 0.34
		Jeff Dart	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Kristie Mikstas	0 0.00	0 0.00	2 0.17	0 0.00	2 0.17
		Lori Newren	0 0.00	0 0.00	1 95.35	0 0.00	1 95.35
		Assigned to Individual Total	0 0.00	0 0.00	7 13.82	0 0.00	7 13.82
	USIIS Outreach	Lisa Young	0 0.00	0 0.00	1 1.31	0 0.00	1 1.31
		Assigned to Individual Total	0 0.00	0 0.00	1 1.31	0 0.00	1 1.31
	USIIS Tech Support	Yukiko Yoneoka	0 0.00	0 0.00	1 9.00	0 0.00	1 9.00
		Assigned to Individual Total	0 0.00	0 0.00	1 9.00	0 0.00	1 9.00
	Voice Operations	Gail Christiansen	1 0.11	0 0.00	6 0.25	0 0.00	7 0.23
		James Gifford	0 0.00	0 0.00	1 0.65	0 0.00	1 0.65
		Julie Sabato	0 0.00	0 0.00	2 0.23	0 0.00	2 0.23

Enterprise Incident Report August 2012

As of 9/4/2012

Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Voice Operations	Kelly Johnson	0 0.00	0 0.00	4 0.10	0 0.00	4 0.10
		Romanza Hamblin Sorensen	0 0.00	0 0.00	37 0.22	1 0.15	38 0.22
		Assigned to Individual Total	1 0.11	0 0.00	50 0.22	1 0.15	52 0.22
	Voice/Data/WAN Services	Greg Blessing	0 0.00	0 0.00	1 0.47	0 0.00	1 0.47
		Mitch Hood	0 0.00	0 0.00	1 0.10	0 0.00	1 0.10
		Spencer Blodgett	0 0.00	0 0.00	2 0.40	0 0.00	2 0.40
		T Artis	0 0.00	0 0.00	2 0.22	0 0.00	2 0.22
		Assigned to Individual Total	0 0.00	0 0.00	6 0.30	0 0.00	6 0.30
	Assigned Group Total		1 0.11	1 0.14	1,915 2.98	8 2.51	1,925 2.98
Customer Company Total			1 0.11	1 0.14	1,915 2.98	8 2.51	1,925 2.98

Enterprise Incident Report August 2012

As of 9/4/2012

Human Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - Missed Resolution				
			Critical	High	Low	Medium	MR Total
Human Services	Application Services	Bart Purser	0 0	0 0	1 0	0 0	1 0
		Bill Felt	0 0	0 0	1 0	0 0	1 0
		Chad D Fowers	0 0	0 0	1 1	1 1	2 2
		Danielle Hood	0 0	0 0	8 1	0 0	8 1
		Dustin Crump	0 0	0 0	13 1	0 0	13 1
		Martin Gonzalez	0 0	0 0	12 5	1 0	13 5
		Terry Forsgren	0 0	0 0	3 0	0 0	3 0
		Tony Larsen	0 0	0 0	13 0	0 0	13 0
		Assigned to Individual Total	0 0	0 0	52 8	2 1	54 9
	Application Support	Justin Rasmussen	0 0	0 0	10 0	0 0	10 0
		Assigned to Individual Total	0 0	0 0	10 0	0 0	10 0

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Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Application Support - EFIND	Anhkim Le	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - USIIS	JC Alexander	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Campus Networking	Charmaine Malan	0 0	0 0	2 0	0 0	2 0
		Robert Ryan	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	3 0	0 0	3 0
	Capitol Hosting	Conn Peterson	0 0	0 0	1 1	0 0	1 1
		Dale Hicks	0 0	1 0	0 0	0 0	1 0
		Kyle Burkhardt	0 0	0 0	2 1	0 0	2 1
		Mike Tyrrell	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	4 2	0 0	5 2
	Enterprise Security	Jed Johnson	0 0	0 0	1 0	0 0	1 0
		Jerri Averde	0 0	0 0	1 1	0 0	1 1

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Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Enterprise Security	Sharon Smith	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	3 1	0 0	3 1
	Fleet Administration	Amanda Ronan	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	0 0	28 0	0 0	28 0
		Dawn Wayment	0 0	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	0 0	18 0	0 0	18 0
		James Stearns	0 0	0 0	13 0	0 0	13 0
		Julie VanBeekum	0 0	0 0	49 0	0 0	49 0
		Sarah Johnson	0 0	0 0	4 0	0 0	4 0
		Vicky Marrelli	0 0	0 0	47 0	0 0	47 0
		Assigned to Individual Total	0 0	0 0	160 0	0 0	160 0
	Mainframe Systems Support	Greg Shoop	0 0	0 0	1 0	0 0	1 0
		Lester Aoki	0 0	0 0	0 0	1 0	1 0

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Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Mainframe Systems Support	Assigned to Individual Total	0	0	1	1	2
			0	0	0	0	0
	Metro A Desktop Support	Adam Staks	0	0	1	0	1
			0	0	0	0	0
		Mike Beynon	0	0	10	0	10
			0	0	0	0	0
		Assigned to Individual Total	0	0	11	0	11
			0	0	0	0	0
	Metro A Help Desk	Ed Conrad	0	0	1	0	1
			0	0	0	0	0
		Edward Fortner	0	0	4	0	4
			0	0	0	0	0
		Liz Evans	0	0	5	0	5
			0	0	0	0	0
		Assigned to Individual Total	0	0	10	0	10
			0	0	0	0	0
	Metro B Desktop Support	Annice Valdez	0	0	59	0	59
			0	0	0	0	0
		Anthony Booyse	0	0	12	0	12
			0	0	0	0	0
		Austin Farey	0	0	9	0	9
			0	0	0	0	0
		Bill Crowther	0	0	1	0	1
			0	0	0	0	0
		Cindy Reed	0	0	6	0	6
			0	0	1	0	1
		Jay Locker	0	0	23	0	23
			0	0	0	0	0

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Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Metro B Desktop Support	Mike Wilde	0 0	0 0	13 1	0 0	13 1
		Peter Musser	0 0	0 0	18 0	0 0	18 0
		Sean Chadbourne	0 0	0 0	9 0	0 0	9 0
		Stephanie Young	0 0	0 0	14 0	0 0	14 0
		Tyler Pearce	0 0	0 0	2 0	1 1	3 1
		Assigned to Individual Total	0 0	0 0	166 2	1 1	167 3
	Metro B Help Desk	Gary Graham	0 0	0 0	319 0	0 0	319 0
		Janet Hongsyvilay	0 0	0 0	35 0	0 0	35 0
		Tyler Pearce	0 0	0 0	109 0	0 0	109 0
		Val Shepherd	0 0	0 0	420 0	0 0	420 0
		Assigned to Individual Total	0 0	0 0	883 0	0 0	883 0
	Metro B Hosting	Cuyler Steiner	0 0	0 0	1 0	0 0	1 0
		Greg Taylor	0 0	0 0	1 0	0 0	1 0
		Justin Rasmussen	0 0	0 0	9 0	0 0	9 0

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Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Metro B Hosting	Ken Bolkcom	0 0	0 0	1 0	0 0	1 0
		Paul Engberson	0 0	0 0	1 0	0 0	1 0
		Paul Seager	0 0	0 0	16 1	0 0	16 1
		Assigned to Individual Total	0 0	0 0	29 1	0 0	29 1
	Metro C Desktop Support	Ed Radke	0 0	0 0	1 1	0 0	1 1
		Ken Knobel	0 0	0 0	1 0	0 0	1 0
		Troy Buchanan	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	3 1	0 0	3 1
	Metro C Help Desk	Reed Stohel	0 0	0 0	61 0	0 0	61 0
		Ross Owen	0 0	0 0	40 0	0 0	40 0
		Assigned to Individual Total	0 0	0 0	101 0	0 0	101 0
	Metro D Desktop Support	Greg Clawson	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Metro D Help Desk	Doug Brown	0 0	0 0	2 0	0 0	2 0

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Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Metro D Help Desk	John Robinson	0 0	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	0 0	5 0	0 0	5 0
	Network Operations	Brian Chatwin	0 0	0 0	1 0	0 0	1 0
		Kelli Okumura	0 0	0 0	1 0	0 0	1 0
		Michael Ostrander	0 0	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	0 0	5 0	0 0	5 0
	Operations Production Control	Cal Brinton	0 0	0 0	2 0	0 0	2 0
		Christie Burnham	0 0	0 0	13 0	0 0	13 0
		Duane Hardy	0 0	0 0	4 0	0 0	4 0
		Lester Aoki	0 0	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	0 0	22 0	0 0	22 0
	ORS Adobe Support	John Lowder	0 0	0 0	5 5	0 0	5 5
		Julie Mortensen	0 0	0 0	4 4	0 0	4 4
		Justin Rasmussen	0 0	0 0	1 0	0 0	1 0

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Human Services

			Critical	High	Low	Medium	MR Total
Human Services	ORS Adobe Support	Assigned to Individual Total	0	0	10	0	10
			0	0	9	0	9
	ORS Content Manager	Dan Barrett	0	0	2	0	2
			0	0	0	0	0
		Pam Lee	0	0	4	0	4
			0	0	0	0	0
		Assigned to Individual Total	0	0	6	0	6
			0	0	0	0	0
	Rural Central Desktop Support	Gerald Adams	0	0	8	0	8
			0	0	0	0	0
		Jay Barfuss	0	0	6	0	6
			0	0	0	0	0
		Jeremy Standifird	0	0	17	0	17
			0	0	1	0	1
		Jessica Purcell	0	0	11	0	11
			0	0	0	0	0
		John Donaldson	0	0	11	0	11
			0	0	0	0	0
		Paul Petersen	0	0	12	0	12
			0	0	0	0	0
		Robert Case	0	0	50	0	50
			0	0	3	0	3
		Rod Montoya	0	0	5	0	5
			0	0	2	0	2
		Ron LeBaron	0	0	32	0	32
			0	0	1	0	1
		Todd Hardy	0	0	2	0	2
			0	0	0	0	0

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Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Rural Central Desktop Support	Troy Morris	0 0	0 0	20 1	2 0	22 1
		Assigned to Individual Total	0 0	0 0	174 8	2 0	176 8
	Rural North Desktop Support	Dane Smith	0 0	0 0	5 0	0 0	5 0
		Don Higgs	0 0	0 0	3 0	0 0	3 0
		Kim Ratuszniak	0 0	0 0	28 0	0 0	28 0
		Lori Hartzell	0 0	0 0	21 1	0 0	21 1
		Neil Smedley	0 0	0 0	5 0	0 0	5 0
		Robert Stock	0 0	0 0	1 0	0 0	1 0
		Rodney Peterson	0 0	0 0	3 0	0 0	3 0
		Ruston McKay	0 0	0 0	34 0	0 0	34 0
		Ryan Casey	0 0	0 0	29 0	0 0	29 0
		Wayne Higgs	0 0	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	0 0	133 1	0 0	133 1
	Rural South Desktop Support	Cheri Oldham	0 0	0 0	1 0	0 0	1 0

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Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Rural South Desktop Support	Doug Chaston	0 0	0 0	3 0	0 0	3 0
		Doug Thornton	0 0	0 0	5 0	0 0	5 0
		Joel Finlinson	0 0	0 0	4 0	0 0	4 0
		Lance Nay	0 0	0 0	21 0	0 0	21 0
		Lane Adams	0 0	0 0	6 0	1 0	7 0
		Meladye Shively	0 0	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	0 0	4 0	0 0	4 0
		Scott Jesienouski	0 0	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	0 0	49 0	1 0	50 0
	Salt Lake Data Center Operations	Gerard Russell	0 0	0 0	1 0	0 0	1 0
		Kristi Behunin	0 0	0 0	1 0	0 0	1 0
		Tom Paden	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	3 0	0 0	3 0
	Strategic Communications	Dennis Rogers	0 0	0 0	1 0	0 0	1 0

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Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Strategic Communications	Luis Larios	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	3 0	0 0	3 0
	Technical Application Help Desk	Debbie Campbell	0 0	0 0	3 0	0 0	3 0
		Jeff Dart	0 0	0 0	1 0	0 0	1 0
		Kristie Mikstas	0 0	0 0	2 0	0 0	2 0
		Lori Newren	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	7 1	0 0	7 1
	USIIS Outreach	Lisa Young	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	USIIS Tech Support	Yukiko Yoneoka	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	1 0	0 0	6 0	0 0	7 0
		James Gifford	0 0	0 0	1 0	0 0	1 0
		Julie Sabato	0 0	0 0	2 0	0 0	2 0

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Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Voice Operations	Kelly Johnson	0 0	0 0	4 0	0 0	4 0
		Romanza Hamblin Sorensen	0 0	0 0	37 0	1 0	38 0
		Assigned to Individual Total	1 0	0 0	50 0	1 0	52 0
	Voice/Data/WAN Services	Greg Blessing	0 0	0 0	1 0	0 0	1 0
		Mitch Hood	0 0	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	0 0	2 0	0 0	2 0
		T Artis	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	6 0	0 0	6 0
	Assigned Group Total		1 0	1 0	1,915 35	8 2	1,925 37
Customer Company Total			1 0	1 0	1,915 35	8 2	1,925 37

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Human Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours				ATTR Total
			Critical	High	Low	Medium	
Human Services	Application Services	Bart Purser	0 0.00	0 0.00	1 3.41	0 0.00	1 3.41
		Bill Felt	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Chad D Fowers	0 0.00	0 0.00	1 6.36	1 14.47	2 10.41
		Danielle Hood	0 0.00	0 0.00	8 2.57	0 0.00	8 2.57
		Dustin Crump	0 0.00	0 0.00	13 2.15	0 0.00	13 2.15
		Martin Gonzalez	0 0.00	0 0.00	12 8.15	1 0.22	13 7.54
		Terry Forsgren	0 0.00	0 0.00	3 0.64	0 0.00	3 0.64
		Tony Larsen	0 0.00	0 0.00	13 1.87	0 0.00	13 1.87
		Assigned to Individual Total	0 0.00	0 0.00	52 3.51	2 7.34	54 3.65
	Application Support	Justin Rasmussen	0 0.00	0 0.00	10 0.17	0 0.00	10 0.17
		Assigned to Individual Total	0 0.00	0 0.00	10 0.17	0 0.00	10 0.17

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Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Application Support - EFIND	Anhkim Le	0 0.00	0 0.00	1 0.29	0 0.00	1 0.29
		Assigned to Individual Total	0 0.00	0 0.00	1 0.29	0 0.00	1 0.29
	Application Support - USIIS	JC Alexander	0 0.00	0 0.00	1 2.09	0 0.00	1 2.09
		Assigned to Individual Total	0 0.00	0 0.00	1 2.09	0 0.00	1 2.09
	Campus Networking	Charmaine Malan	0 0.00	0 0.00	2 1.00	0 0.00	2 1.00
		Robert Ryan	0 0.00	0 0.00	1 1.27	0 0.00	1 1.27
		Assigned to Individual Total	0 0.00	0 0.00	3 1.09	0 0.00	3 1.09
	Capitol Hosting	Conn Peterson	0 0.00	0 0.00	1 10.95	0 0.00	1 10.95
		Dale Hicks	0 0.00	1 0.14	0 0.00	0 0.00	1 0.14
		Kyle Burkhardt	0 0.00	0 0.00	2 3.26	0 0.00	2 3.26
		Mike Tyrrell	0 0.00	0 0.00	1 1.56	0 0.00	1 1.56
		Assigned to Individual Total	0 0.00	1 0.14	4 4.76	0 0.00	5 3.84
	Enterprise Security	Jed Johnson	0 0.00	0 0.00	1 1.00	0 0.00	1 1.00
		Jerri Averde	0 0.00	0 0.00	1 8.70	0 0.00	1 8.70

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Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Enterprise Security	Sharon Smith	0 0.00	0 0.00	1 3.04	0 0.00	1 3.04
		Assigned to Individual Total	0 0.00	0 0.00	3 4.25	0 0.00	3 4.25
	Fleet Administration	Amanda Ronan	0 0.00	0 0.00	1 2.43	0 0.00	1 2.43
		Assigned to Individual Total	0 0.00	0 0.00	1 2.43	0 0.00	1 2.43
	Help Desk	Brenda Treadway	0 0.00	0 0.00	28 0.02	0 0.00	28 0.02
		Dawn Wayment	0 0.00	0 0.00	1 2.44	0 0.00	1 2.44
		Eileen Dubach	0 0.00	0 0.00	18 0.08	0 0.00	18 0.08
		James Stearns	0 0.00	0 0.00	13 0.05	0 0.00	13 0.05
		Julie VanBeekum	0 0.00	0 0.00	49 0.01	0 0.00	49 0.01
		Sarah Johnson	0 0.00	0 0.00	4 1.17	0 0.00	4 1.17
		Vicky Marrelli	0 0.00	0 0.00	47 0.07	0 0.00	47 0.07
		Assigned to Individual Total	0 0.00	0 0.00	160 0.09	0 0.00	160 0.09
	Mainframe Systems Support	Greg Shoop	0 0.00	0 0.00	1 0.77	0 0.00	1 0.77
		Lester Aoki	0 0.00	0 0.00	0 0.00	1 1.55	1 1.55

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Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Mainframe Systems Support	Assigned to Individual Total	0 0.00	0 0.00	1 0.77	1 1.55	2 1.16
	Metro A Desktop Support	Adam Staks	0 0.00	0 0.00	1 0.55	0 0.00	1 0.55
		Mike Beynon	0 0.00	0 0.00	10 0.15	0 0.00	10 0.15
		Assigned to Individual Total	0 0.00	0 0.00	11 0.19	0 0.00	11 0.19
	Metro A Help Desk	Ed Conrad	0 0.00	0 0.00	1 3.32	0 0.00	1 3.32
		Edward Fortner	0 0.00	0 0.00	4 0.15	0 0.00	4 0.15
		Liz Evans	0 0.00	0 0.00	5 0.11	0 0.00	5 0.11
		Assigned to Individual Total	0 0.00	0 0.00	10 0.49	0 0.00	10 0.49
	Metro B Desktop Support	Annice Valdez	0 0.00	0 0.00	59 0.65	0 0.00	59 0.65
		Anthony Booyse	0 0.00	0 0.00	12 1.32	0 0.00	12 1.32
		Austin Farey	0 0.00	0 0.00	9 1.00	0 0.00	9 1.00
		Bill Crowther	0 0.00	0 0.00	1 4.70	0 0.00	1 4.70
		Cindy Reed	0 0.00	0 0.00	6 3.78	0 0.00	6 3.78
		Jay Locker	0 0.00	0 0.00	22 0.80	0 0.00	22 0.80

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Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Metro B Desktop Support	Mike Wilde	0 0.00	0 0.00	13 2.33	0 0.00	13 2.33
		Peter Musser	0 0.00	0 0.00	18 0.98	0 0.00	18 0.98
		Sean Chadbourne	0 0.00	0 0.00	9 0.55	0 0.00	9 0.55
		Stephanie Young	0 0.00	0 0.00	14 0.52	0 0.00	14 0.52
		Tyler Pearce	0 0.00	0 0.00	2 0.58	1 16.87	3 6.01
		Assigned to Individual Total	0 0.00	0 0.00	165 1.02	1 16.87	166 1.12
	Metro B Help Desk	Gary Graham	0 0.00	0 0.00	319 0.17	0 0.00	319 0.17
		Janet Hongsyvilay	0 0.00	0 0.00	35 0.19	0 0.00	35 0.19
		Tyler Pearce	0 0.00	0 0.00	109 0.15	0 0.00	109 0.15
		Val Shepherd	0 0.00	0 0.00	413 0.14	0 0.00	413 0.14
		Assigned to Individual Total	0 0.00	0 0.00	876 0.15	0 0.00	876 0.15
	Metro B Hosting	Cuyler Steiner	0 0.00	0 0.00	1 1.42	0 0.00	1 1.42
		Greg Taylor	0 0.00	0 0.00	1 0.17	0 0.00	1 0.17
		Justin Rasmussen	0 0.00	0 0.00	9 0.07	0 0.00	9 0.07

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Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Metro B Hosting	Ken Bolkcom	0 0.00	0 0.00	1 2.36	0 0.00	1 2.36
		Paul Engberson	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Paul Seager	0 0.00	0 0.00	16 0.61	0 0.00	16 0.61
		Assigned to Individual Total	0 0.00	0 0.00	29 0.49	0 0.00	29 0.49
	Metro C Desktop Support	Ed Radke	0 0.00	0 0.00	1 14.38	0 0.00	1 14.38
		Ken Knobel	0 0.00	0 0.00	1 0.16	0 0.00	1 0.16
		Troy Buchanan	0 0.00	0 0.00	1 1.82	0 0.00	1 1.82
		Assigned to Individual Total	0 0.00	0 0.00	3 5.45	0 0.00	3 5.45
	Metro C Help Desk	Reed Stohel	0 0.00	0 0.00	61 0.02	0 0.00	61 0.02
		Ross Owen	0 0.00	0 0.00	40 0.01	0 0.00	40 0.01
		Assigned to Individual Total	0 0.00	0 0.00	101 0.01	0 0.00	101 0.01
	Metro D Desktop Support	Greg Clawson	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Metro D Help Desk	Doug Brown	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00

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Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Metro D Help Desk	John Robinson	0 0.00	0 0.00	3 0.10	0 0.00	3 0.10
		Assigned to Individual Total	0 0.00	0 0.00	5 0.06	0 0.00	5 0.06
	Network Operations	Brian Chatwin	0 0.00	0 0.00	1 0.38	0 0.00	1 0.38
		Kelli Okumura	0 0.00	0 0.00	1 2.39	0 0.00	1 2.39
		Michael Ostrander	0 0.00	0 0.00	3 1.44	0 0.00	3 1.44
		Assigned to Individual Total	0 0.00	0 0.00	5 1.42	0 0.00	5 1.42
	Operations Production Control	Cal Brinton	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Christie Burnham	0 0.00	0 0.00	13 0.06	0 0.00	13 0.06
		Duane Hardy	0 0.00	0 0.00	4 0.83	0 0.00	4 0.83
		Lester Aoki	0 0.00	0 0.00	3 0.81	0 0.00	3 0.81
		Assigned to Individual Total	0 0.00	0 0.00	22 0.29	0 0.00	22 0.29
	ORS Adobe Support	John Lowder	0 0.00	0 0.00	5 841.86	0 0.00	5 841.86
		Julie Mortensen	0 0.00	0 0.00	4 621.80	0 0.00	4 621.80
		Justin Rasmussen	0 0.00	0 0.00	1 0.24	0 0.00	1 0.24

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Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	ORS Adobe Support	Assigned to Individual Total	0 0.00	0 0.00	10 669.67	0 0.00	10 669.67
	ORS Content Manager	Dan Barrett	0 0.00	0 0.00	2 2.94	0 0.00	2 2.94
		Pam Lee	0 0.00	0 0.00	4 2.04	0 0.00	4 2.04
		Assigned to Individual Total	0 0.00	0 0.00	6 2.34	0 0.00	6 2.34
	Rural Central Desktop Support	Gerald Adams	0 0.00	0 0.00	8 0.83	0 0.00	8 0.83
		Jay Barfuss	0 0.00	0 0.00	6 1.13	0 0.00	6 1.13
		Jeremy Standifird	0 0.00	0 0.00	17 1.66	0 0.00	17 1.66
		Jessica Purcell	0 0.00	0 0.00	11 0.00	0 0.00	11 0.00
		John Donaldson	0 0.00	0 0.00	11 0.65	0 0.00	11 0.65
		Paul Petersen	0 0.00	0 0.00	12 2.09	0 0.00	12 2.09
		Robert Case	0 0.00	0 0.00	50 1.50	0 0.00	50 1.50
		Rod Montoya	0 0.00	0 0.00	5 2.69	0 0.00	5 2.69
		Ron LeBaron	0 0.00	0 0.00	32 0.56	0 0.00	32 0.56
		Todd Hardy	0 0.00	0 0.00	2 2.63	0 0.00	2 2.63

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Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Rural Central Desktop Support	Troy Morris	0 0.00	0 0.00	20 1.37	2 0.57	22 1.30
		Assigned to Individual Total	0 0.00	0 0.00	174 1.25	2 0.57	176 1.24
	Rural North Desktop Support	Dane Smith	0 0.00	0 0.00	5 0.20	0 0.00	5 0.20
		Don Higgs	0 0.00	0 0.00	3 1.19	0 0.00	3 1.19
		Kim Ratuszniak	0 0.00	0 0.00	28 0.21	0 0.00	28 0.21
		Lori Hartzell	0 0.00	0 0.00	21 1.36	0 0.00	21 1.36
		Neil Smedley	0 0.00	0 0.00	5 0.33	0 0.00	5 0.33
		Robert Stock	0 0.00	0 0.00	1 0.58	0 0.00	1 0.58
		Rodney Peterson	0 0.00	0 0.00	3 0.66	0 0.00	3 0.66
		Ruston McKay	0 0.00	0 0.00	34 0.47	0 0.00	34 0.47
		Ryan Casey	0 0.00	0 0.00	29 0.81	0 0.00	29 0.81
		Wayne Higgs	0 0.00	0 0.00	4 3.03	0 0.00	4 3.03
		Assigned to Individual Total	0 0.00	0 0.00	133 0.69	0 0.00	133 0.69
	Rural South Desktop Support	Cheri Oldham	0 0.00	0 0.00	1 0.34	0 0.00	1 0.34

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Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Rural South Desktop Support	Doug Chaston	0 0.00	0 0.00	3 0.18	0 0.00	3 0.18
		Doug Thornton	0 0.00	0 0.00	5 0.72	0 0.00	5 0.72
		Joel Finlinson	0 0.00	0 0.00	4 0.14	0 0.00	4 0.14
		Lance Nay	0 0.00	0 0.00	21 0.08	0 0.00	21 0.08
		Lane Adams	0 0.00	0 0.00	6 1.88	1 1.42	7 1.81
		Meladye Shively	0 0.00	0 0.00	1 0.27	0 0.00	1 0.27
		Ryan Bennett	0 0.00	0 0.00	4 0.45	0 0.00	4 0.45
		Scott Jesienouski	0 0.00	0 0.00	4 0.09	0 0.00	4 0.09
		Assigned to Individual Total	0 0.00	0 0.00	49 0.42	1 1.42	50 0.44
	Salt Lake Data Center Operations	Gerard Russell	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Kristi Behunin	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Tom Paden	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
	Strategic Communications	Dennis Rogers	0 0.00	0 0.00	1 3.81	0 0.00	1 3.81

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Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Strategic Communications	Luis Larios	0 0.00	0 0.00	2 1.93	0 0.00	2 1.93
		Assigned to Individual Total	0 0.00	0 0.00	3 2.56	0 0.00	3 2.56
	Technical Application Help Desk	Debbie Campbell	0 0.00	0 0.00	3 0.34	0 0.00	3 0.34
		Jeff Dart	0 0.00	0 0.00	1 6.00	0 0.00	1 6.00
		Kristie Mikstas	0 0.00	0 0.00	2 0.17	0 0.00	2 0.17
		Lori Newren	0 0.00	0 0.00	1 95.35	0 0.00	1 95.35
		Assigned to Individual Total	0 0.00	0 0.00	7 14.67	0 0.00	7 14.67
	USIIS Outreach	Lisa Young	0 0.00	0 0.00	1 1.31	0 0.00	1 1.31
		Assigned to Individual Total	0 0.00	0 0.00	1 1.31	0 0.00	1 1.31
	USIIS Tech Support	Yukiko Yoneoka	0 0.00	0 0.00	1 9.00	0 0.00	1 9.00
		Assigned to Individual Total	0 0.00	0 0.00	1 9.00	0 0.00	1 9.00
	Voice Operations	Gail Christiansen	1 0.21	0 0.00	6 0.57	0 0.00	7 0.52
		James Gifford	0 0.00	0 0.00	1 0.65	0 0.00	1 0.65
		Julie Sabato	0 0.00	0 0.00	2 0.82	0 0.00	2 0.82

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Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Voice Operations	Kelly Johnson	0 0.00	0 0.00	4 0.51	0 0.00	4 0.51
		Romanza Hamblin Sorensen	0 0.00	0 0.00	37 0.79	1 0.15	38 0.77
		Assigned to Individual Total	1 0.21	0 0.00	50 0.74	1 0.15	52 0.72
	Voice/Data/WAN Services	Greg Blessing	0 0.00	0 0.00	1 0.47	0 0.00	1 0.47
		Mitch Hood	0 0.00	0 0.00	1 1.40	0 0.00	1 1.40
		Spencer Blodgett	0 0.00	0 0.00	2 0.55	0 0.00	2 0.55
		T Artis	0 0.00	0 0.00	2 0.81	0 0.00	2 0.81
		Assigned to Individual Total	0 0.00	0 0.00	6 0.77	0 0.00	6 0.77
	Assigned Group Total		1 0.21	1 0.14	1,907 4.17	8 4.48	1,917 4.17
Customer Company Total			1 0.21	1 0.14	1,907 4.17	8 4.48	1,917 4.17

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Detail

INC000000460794	Claudette Saunders	None	None	Adobe Connect		TIR Missed: Yes	1161.72
	ORS Adobe Support	John Lowder	Human Services	Low	Closed	TTR Missed: Yes	1161.72
INC000000466026	Kim Tuitupou	None	None	IPCC Express		TIR Missed: Yes	1101.15
	ORS Adobe Support	John Lowder	Human Services	Low	Closed	TTR Missed: Yes	1101.15
INC000000476744	Catherine Worthington	None	None	Content Manager		TIR Missed: Yes	977.32
	ORS Adobe Support	John Lowder	Human Services	Low	Closed	TTR Missed: Yes	977.32
INC000000483591	Rachel Beecher	None	None	Adobe Connect		TIR Missed: Yes	908.69
	ORS Adobe Support	John Lowder	Human Services	Low	Closed	TTR Missed: Yes	908.69
INC000000499584	Rebel Smith	None	None	Adobe Acrobat		TIR Missed: Yes	23.11
	ORS Adobe Support	Julie Mortensen	Human Services	Low	Closed	TTR Missed: Yes	736.80
INC000000505607	Shenille Stewart	None	None	None		TIR Missed: No	0.00
	ORS Adobe Support	Julie Mortensen	Human Services	Low	Closed	TTR Missed: Yes	678.06
INC000000514254	Craig S Webb	None	None	None		TIR Missed: Yes	589.74
	ORS Adobe Support	Julie Mortensen	Human Services	Low	Closed	TTR Missed: Yes	589.74
INC000000524038	Shauna Hair	None	None	Adobe Acrobat		TIR Missed: Yes	482.61
	ORS Adobe Support	Julie Mortensen	Human Services	Low	Closed	TTR Missed: Yes	482.61
INC000000526678	Kimball Krantz	Application	None	None		TIR Missed: No	0.43
	Campus Networking	Charmaine Malan	Human Services	Low	Closed	TTR Missed: No	0.43
INC000000542467	Odell Erickson	None	None	None		TIR Missed: Yes	1.20
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	2.65
INC000000542495	Melissa Foulger	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.24
INC000000542870	Tonia Turpin	Application	Error	Novell GroupWise		TIR Missed: No	0.86
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	0.88
INC000000545903	Steve Hillabrant	None	None	Microsoft Excel		TIR Missed: No	0.07
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	0.51
INC000000546407	Beverly Johnstone	None	None	SAFE		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: Yes	6.13
INC000000546602	Kelly Stapley	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.53
	Rural South Desktop Support	Doug Chaston	Human Services	Low	Closed	TTR Missed: No	0.53
INC000000548658	Tara Jorgenson	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.38
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.13

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INC000000548802	John Cheney	Application	Error	Novell GroupWise	TIR Missed: Yes	4.29
	Application Services	Martin Gonzalez	Human Services	Low Closed	TTR Missed: No	4.31
INC000000548803	John Cheney	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Human Services	Low Closed	TTR Missed: No	0.07
INC000000549667	Stephanie Sinju	PC/Laptop	Hardware	None	TIR Missed: No	0.61
	Metro B Desktop Support	Cindy Reed	Human Services	Low Closed	TTR Missed: No	5.95
INC000000550479	lilian gilbert	None	None	DB2 Query Management Facility	TIR Missed: No	0.07
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low Closed	TTR Missed: No	0.07
INC000000550537	Jamie Hayden	None	None	PGP	TIR Missed: No	0.00
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	3.19
INC000000550754	Jilene Gunther	PC/Laptop	Hardware	None	TIR Missed: No	0.30
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low Closed	TTR Missed: No	0.39
INC000000551982	Tiffany Williams	Telecom	Feature	Telephone	TIR Missed: No	0.10
	Voice/Data/WAN Services	Mitch Hood	Human Services	Low Closed	TTR Missed: No	1.40
INC000000552138	andrew ritter	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000552277	Elizabeth Purdy	None	None	None	TIR Missed: Yes	1.34
	Metro B Desktop Support	Austin Farey	Human Services	Low Closed	TTR Missed: No	1.34
INC000000552338	Bruce S Bishop	Application	Error	Novell GroupWise	TIR Missed: No	0.09
	Application Services	Tony Larsen	Human Services	Low Closed	TTR Missed: No	0.10
INC000000552540	Liz Wing	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Technical Application Help Desk	Jeff Dart	Human Services	Low Closed	TTR Missed: No	6.00
INC000000552614	Traci Lee	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.58
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.59
INC000000552770	Steven Parker	Application	None	PGP	TIR Missed: Yes	1.00
	Enterprise Security	Jed Johnson	Human Services	Low Resolved	TTR Missed: No	1.00
INC000000552788	Keri Allen	None	None	Novell GroupWise	TIR Missed: No	0.67
	Application Services	Tony Larsen	Human Services	Low Closed	TTR Missed: No	0.77
INC000000552926	Susan Bowman	Application	Error	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.14
INC000000553195	John Wilson	Application	None	Utah Electronic Resource and E	TIR Missed: Yes	95.35
	Technical Application Help Desk	Lori Newren	Human Services	Low Closed	TTR Missed: Yes	95.35
INC000000553401	Jamie Kordich	Network	None	None	TIR Missed: Yes	1.10
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	1.10

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Human Services

INC000000553645	Polly Gregson	Network	Virus	None		TIR Missed: No	0.55
	Metro A Desktop Support	Adam Staks	Human Services	Low	Closed	TTR Missed: No	0.55
INC000000553684	Notah Tahy	Telecom	Hardware	Telephone		TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.47
INC000000553994	Amy Sivertsen	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Human Services	Low	Closed	TTR Missed: Yes	6.23
INC000000554110	Debbie Koew	None	None	Citrix ICA Client		TIR Missed: Yes	1.60
	Application Services	Terry Forsgren	Human Services	Low	Closed	TTR Missed: No	1.67
INC000000554189	Val Bonnett	Application	Error	None		TIR Missed: No	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.52
INC000000554226	Stephen Arnold	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000554246	Mitch Boatright	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	
INC000000554249	Andy Gardiner	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	
INC000000554250	Ryan Helquist	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	
INC000000554274	Danette Faretta-Brady	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.86
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	5.29
INC000000554295	Doug Fox	Telecom	Hardware	Telephone		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.10
INC000000554517	Chris Roach	Application	Reporting	Microsoft Office Professional 20		TIR Missed: No	0.36
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.40
INC000000554529	Mary Jensen	Telecom	Coverage Path	Telephone		TIR Missed: No	0.36
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	2.00
INC000000554562	Sandra Wissa	None	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000554867	Devin Edwards	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000554933	Sean T Orton	Telecom	None	Telephone		TIR Missed: No	0.05
	Voice/Data/WAN Services	T Artis	Human Services	Low	Closed	TTR Missed: No	0.48
INC000000555103	Jason Heideman	Application	Error	SAFE		TIR Missed: No	0.14
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.59

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INC000000555297	Jill Hipwell	Application	Error	Novell GroupWise	TIR Missed: No	0.25
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	5.71
INC000000555309	Richard Rawle	Network	Incident	None	TIR Missed: No	0.20
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.20
INC000000555341	Kyle Lancaster	Application	Error	PGP	TIR Missed: No	0.11
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	1.51
INC000000555344	David D Young	Mobile Devices	Error	None	TIR Missed: No	0.12
	Help Desk	Sarah Johnson	Human Services	Low Closed	TTR Missed: No	0.15
INC000000555431	Spencer Hall	Application	None	Smart Shield	TIR Missed: Yes	1.09
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	1.42
INC000000555434	Susie Prince	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.37
	Rural South Desktop Support	Ryan Bennett	Human Services	Low Closed	TTR Missed: No	0.37
INC000000555531	Vanessa Knickerbocker	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.59
INC000000555552	Debbie Craythorn	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Human Services	Low Closed	TTR Missed: No	0.00
INC000000555555	Nancy Newman	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.00
INC000000555556	Patricia Runyan	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000555563	Connie R Frandsen	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.00
INC000000555577	Clark Staley	Network	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000555586	Ashlee VanAllen	Network	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Human Services	Low Closed	TTR Missed: No	1.82
INC000000555597	Irma Romero	Application	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
INC000000555599	Gloria Whitesides	None	None	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.15
INC000000555605	Linda Boyd-Melancon	None	None	PGP	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000555607	Annette Bateman	Application	None	None	TIR Missed: No	0.29
	Metro B Desktop Support	Austin Farey	Human Services	Low Closed	TTR Missed: No	3.69

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INC000000555610	Linda Boyd-Melancon	None	None	PGP		TIR Missed: No	0.27
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	2.01
INC000000555632	Stephanie Stuart	Application	None	Gmail		TIR Missed: No	0.56
	Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: Yes	6.11
INC000000555634	Vanessa Knickerbocker	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000555645	Judy Perry	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.57
INC000000555657	Jeanne Godfrey	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000555659	Jeanne Godfrey	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.72
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	1.72
INC000000555663	Lynn Higginson	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000555665	Vicky Turner	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.20
INC000000555668	Jedediah Buys	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000555669	Jennifer M Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000555680	Justina Flesher	None	None	None		TIR Missed: No	0.08
	Operations Production Control	Lester Aoki	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000555698	Kristy Bate	Telecom	Voice Mail	Telephone		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.51
INC000000555708	Mark Strebel	None	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000555709	Jody Eby	None	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.71
INC000000555722	Maxine Nelson	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000555725	Jeramie Rasmussen	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000555743	Donna Russell	None	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.19

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INC000000555744	Jill Stewart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000555763	Maria Alvarado-Gomez	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.13
INC000000555772	Jessica Wright	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000555780	Kasia Brill	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low Closed	TTR Missed: No	0.30
INC000000555785	Eric Beidler	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000555794	John Macfarlane	Network	Incident	None	TIR Missed: No	0.14
	Metro B Desktop Support	Austin Farey	Human Services	Low Closed	TTR Missed: No	1.23
INC000000555813	Dian Chivers	Application	Reporting	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000555819	Laureen Wilson	None	None	None	TIR Missed: No	0.33
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.33
INC000000555820	Laureen Wilson	None	None	None	TIR Missed: No	0.28
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.28
INC000000555824	Donna Russell	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.04
INC000000555826	Laureen Wilson	None	None	None	TIR Missed: No	0.25
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.25
INC000000555834	Andrew Butcher	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	1.55
INC000000555844	Mardee Schoenfeld	Application	None	PGP	TIR Missed: No	0.32
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.60
INC000000555857	Allyson Dopp	Application	None	Adobe Connect	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
INC000000555858	Annette Long	PC/Laptop	None	None	TIR Missed: Yes	2.29
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	2.29
INC000000555865	Joseph Gonzalez	None	None	None	TIR Missed: No	0.37
	Metro B Desktop Support	Cindy Reed	Human Services	Low Closed	TTR Missed: No	1.00
INC000000555887	Evalyn Bumpers	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000555912	Terry Zubiran Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555928	Bonnie Halliday Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000555930	Stephanie Higbee Metro B Desktop Support	None Cindy Reed	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.02 3.44
INC000000555933	Kay Layton Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.16
INC000000555934	Darren Burdette Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	SAFE Low	TIR Missed: No TTR Missed: No	0.36 0.40
INC000000555944	Dan Barrett Help Desk	None Dawn Wayment	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.24 2.44
INC000000555954	Johnathan Rowley Voice Operations	Telecom Julie Sabato	IP Human Services	Telephone Low	TIR Missed: No TTR Missed: No	0.26 0.68
INC000000555957	David Solum Capitol Hosting	Server Dale Hicks	Error Human Services	None High	TIR Missed: No TTR Missed: No	0.14 0.14
INC000000555984	Mavanie Vein Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000555999	Sherrie Pendleton Metro B Desktop Support	Application Annice Valdez	None Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	0.07 0.18
INC000000556004	Rafawn Rogers Rural Central Desktop Support	Application John Donaldson	Password Human Services	PGP Low	TIR Missed: No TTR Missed: No	0.22 1.02
INC000000556008	Kathryn Togle-Anderson Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.63 1.06
INC000000556030	Mario Ramos Metro B Desktop Support	Application Mike Wilde	None Human Services	Microsoft Access Low	TIR Missed: No TTR Missed: No	0.97 1.73
INC000000556038	Joseph Gable Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000556049	Charlene Nelson Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000556053	Peggy Thacker Rural Central Desktop Support	Application Rod Montoya	Error Human Services	Microsoft Word Low	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000556056	Jody Sargent Rural Central Desktop Support	Application Rod Montoya	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.03

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INC000000556059	Barbara Toler	None	None	Novell GroupWise	TIR Missed: Yes	1.23
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	1.23
INC000000556061	Clara So	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556068	Justina Flesher	None	None	None	TIR Missed: No	0.11
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.25
INC000000556071	david critchton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556089	Deann Richins	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556092	Shawna Peterson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556113	Desree Swank	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low Closed	TTR Missed: No	
INC000000556128	Clarice Garcia	Telecom	Area Code	Telephone	TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556137	Denise Cable	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556141	Marti Bown	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556146	Shylo Pickeral	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556157	Jordan Davidson	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556160	Gerardo Cruz	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556162	Bruce Rhiddlehoover	None	None	None	TIR Missed: No	0.00
	Application Support	Justin Rasmussen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556166	Lilian Thompson	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.39
INC000000556177	Jeremy Hall	None	None	None	TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556182	Kellie O'Neill	None	None	None	TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000556186	Gerardo Cruz	None	None	None		TIR Missed: No	0.00
Help Desk		James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556187	Steve Brown	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.62
INC000000556194	Debbie Booth	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro B Desktop Support		Cindy Reed	Human Services	Low	Closed	TTR Missed: Yes	6.22
INC000000556208	Vickie Long	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support		Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556210	April Hardman	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556214	Gordon Allison	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support		Troy Morris	Human Services	Low	Closed	TTR Missed: No	
INC000000556229	John Macfarlane	Network	Error	None		TIR Missed: No	0.33
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.59
INC000000556239	Linda Boyd-Melancon	Application	None	PGP		TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000556249	Ruth Wilson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556250	Xavier Tisdol	None	None	None		TIR Missed: No	0.21
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.35
INC000000556254	Amanda marin	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.08
Application Services		Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.49
INC000000556262	Sandra Wissa	None	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.01
INC000000556266	Keli Francis	Application	Error	DB2 Query Management Facilit		TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000556279	Lory Pond	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support		Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	5.10
INC000000556289	Nicole Moore	Network	Password	None		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556304	Scott Abeyta	None	None	Adobe Flash		TIR Missed: No	0.08
Metro B Desktop Support		Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000556314	Gordon Allison	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03

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INC000000556332	David D Young	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556346	Brianna Jones	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000556350	Gaye Bluemel	Application	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000556362	Brianna Jones	None	None	None	TIR Missed: No	0.18
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.12
INC000000556370	Shauna Hair	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556397	Robert Nieman	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556416	Leilani Parker	Network	None	None	TIR Missed: No	0.08
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.51
INC000000556420	Jackie Languet	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556427	Donelle Clements	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556429	Jackie Languet	None	None	eFIND/eSHARE	TIR Missed: No	0.26
Technical Application Help Desk	Kristie Mikstas	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000556430	Maria Justice	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556436	Justina Flesher	None	None	None	TIR Missed: No	0.07
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000556448	Rod Talaeai	PC/Laptop	None	None	TIR Missed: No	0.51
Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	5.97
INC000000556457	Kathie Lilienquist	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556459	Katy Larsen	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556466	Justina Flesher	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.12
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000556482	Marcie Valenzuela	None	None	None	TIR Missed: No	0.14
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.22

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INC000000556483	Matthew Christensen	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556487	Ray Harris	None	None	Novell GroupWise	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Human Services	Low Closed	TTR Missed: No	0.13
INC000000556514	Abel Kanigan	Application	Error	PGP	TIR Missed: No	0.17
Metro B Help Desk	Gary Graham	Human Services	Human Services	Low Closed	TTR Missed: No	0.72
INC000000556519	Todd H Thayne	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556530	Paul T Smith	None	None	Novell GroupWise	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556548	Jilene Gunther	Mobile Devices	Error	None	TIR Missed: No	0.34
Help Desk	Sarah Johnson	Human Services	Human Services	Low Closed	TTR Missed: No	0.49
INC000000556556	Lori Herbert	Application	Error	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Human Services	Low Closed	TTR Missed: No	0.02
INC000000556561	Tiffani Valentine	Application	Error	eFIND/eSHARE	TIR Missed: No	0.09
Technical Application Help Desk	Kristie Mikstas	Human Services	Human Services	Low Closed	TTR Missed: No	0.09
INC000000556567	Anna Whisler	None	None	None	TIR Missed: No	0.14
Rural North Desktop Support	Dane Smith	Human Services	Human Services	Low Closed	TTR Missed: No	0.14
INC000000556587	Jackie Languet	None	None	None	TIR Missed: No	0.23
Metro A Help Desk	Edward Fortner	Human Services	Human Services	Low Closed	TTR Missed: No	0.59
INC000000556598	Ruth Wilson	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Human Services	Low Closed	TTR Missed: No	0.14
INC000000556600	Andrea Strode	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Troy Morris	Human Services	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556609	Alease Guymon	Application	Error	Content Manager	TIR Missed: No	0.20
ORS Content Manager	Dan Barrett	Human Services	Human Services	Low Closed	TTR Missed: No	0.20
INC000000556610	Stephanie Higbee	Application	Error	Adobe Acrobat	TIR Missed: No	0.07
Metro B Help Desk	Janet Hongsyvilay	Human Services	Human Services	Low Closed	TTR Missed: No	0.34
INC000000556647	Mark Davis	Telecom	Voice Mail	Telephone	TIR Missed: No	0.11
Voice Operations	Gail Christiansen	Human Services	Human Services	Low Closed	TTR Missed: No	1.15
INC000000556650	Julia K Armstrong	Application	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Human Services	Low Closed	TTR Missed: No	0.14
INC000000556659	Justina Flesher	Network	None	None	TIR Missed: No	0.09
Metro B Help Desk	Val Shepherd	Human Services	Human Services	Low Closed	TTR Missed: No	0.50

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INC000000556662	Paul Schaaf	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.13
INC000000556674	Laura Pare	Application	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
INC000000556676	Sheryl Thompson	Network	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556683	Paul Schaaf	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556684	Justina Flesher	None	None	None	TIR Missed: No	0.06
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.50
INC000000556686	Kellie O'Neill	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
INC000000556690	Justina Flesher	None	None	None	TIR Missed: No	0.03
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.09
INC000000556707	Vicky Wallace	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.13
INC000000556711	Kati Wheatley	None	None	None	TIR Missed: No	0.30
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.30
INC000000556719	Justina Flesher	None	None	None	TIR Missed: No	0.01
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.04
INC000000556725	Justina Flesher	Network	None	None	TIR Missed: No	0.10
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.27
INC000000556735	Douglas Call	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556740	Esmeralda Malili	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000556746	Tara Jorgenson	Telecom	Voice Mail	Telephone	TIR Missed: No	0.28
	Voice Operations	Gail Christiansen	Human Services	Low Closed	TTR Missed: No	0.78
INC000000556752	Josie Angerhofer	Application	None	Adobe Acrobat	TIR Missed: No	0.04
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.44
INC000000556753	Susan Goodman	None	None	None	TIR Missed: No	0.09
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	0.09
INC000000556755	Gloria Evans	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000556759	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556809	Stephanie O Nelson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556810	Connie Steadman	None	None	None		TIR Missed: No	0.00
	Application Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	1.42
INC000000556848	Cindy L Taylor	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556853	Jocelyn Terrill	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556854	Kati Wheatley	EIS Hardware	None	None		TIR Missed: No	0.00
	Strategic Communications	Luis Larios	Human Services	Low	Closed	TTR Missed: No	2.27
INC000000556856	Tim Roberts	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556858	Ryan Helquist	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556862	Zlatko Porobic	None	None	None		TIR Missed: No	0.00
	Network Operations	Kelli Okumura	Human Services	Low	Resolved	TTR Missed: No	2.39
INC000000556871	Diane McCarty	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556873	Desree Swank	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved	TTR Missed: No	5.64
INC000000556874	Lora Flanigan	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000556876	Laura Pare	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: Yes	18.47
INC000000556877	Lisa Hurlbert	Network	Performance	None		TIR Missed: No	0.08
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: Yes	8.84
INC000000556882	Gaye Luker	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556898	Sarah Pratt	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556899	Stella Andes	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00

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Human Services

INC000000556902	Elizabeth Knowles	PC/Laptop	Password	None		TIR Missed: No	0.52
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.55
INC000000556904	Paul Schaaf	Application	Error	Microsoft Access		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.19
INC000000556905	Lori Robinson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556908	Kimberly Boykin	PC/Laptop	Password	None		TIR Missed: No	0.16
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.64
INC000000556912	Kristina Gerlach	PC/Laptop	Hardware	None		TIR Missed: No	0.09
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000556915	Sherrie Pendleton	Application	Error	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000556928	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.21
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000556936	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000556937	Eric Olson	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556949	Erica Vunder	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000556958	Arlene Thomason	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556962	Arlene Thomason	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000556968	Kristy Bate	Telecom	Voice Mail	Telephone		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.19
INC000000556981	Timothy Vail	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000556986	Nancy Barowski	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000557002	Cindy L Taylor	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000557010	Shirley Bleazard	EIS Hardware	Printer	None		TIR Missed: No	0.35
	Strategic Communications	Dennis Rogers	Human Services	Low	Closed	TTR Missed: No	3.81

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INC000000557019	Paul Schaaf	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000557051	Jeanne Godfrey	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000557068	Lisa Bruno	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.01
INC000000557081	Denese Bleak	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557084	Carol Myers	None	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557090	Annette Bateman	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000557092	Jeff Wells	Telecom	Voice Mail	None		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000557094	Tammy W Harris	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.01
INC000000557095	David D Felt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557096	Judy Hull	None	None	Novell GroupWise		TIR Missed: No	0.24
	Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: No	0.58
INC000000557098	Leslie Jackson	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557100	Kenyatta Green	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557104	Paul Schaaf	Application	None	Microsoft Access		TIR Missed: No	0.24
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.63
INC000000557122	Romney Howells	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557131	Ben Ukoh-Eke	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557133	Julie Craner	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.52
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.61
INC000000557137	Tami Fullerton	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000557147	Melissa Anderson Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557158	Paula K Douglass Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557170	Nathan Hong Help Desk	Application Julie VanBeekum	Password Human Services	Utah Master Directory Low Closed	TIR Missed: No TTR Missed: No	0.05 0.28
INC000000557171	Elizabeth Adair Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557172	Ron Mervis Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557193	Misty Martindale Rural North Desktop Support	None Neil Smedley	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557195	Misty Martindale Rural North Desktop Support	None Neil Smedley	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557214	Debbie Hyden Rural North Desktop Support	Print/Copy/Scan/Fax Kim Ratushniak	Queue Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557219	Jantz Afuvai Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	Microsoft Office Professional 20 Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557220	Ellen Weaver Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557225	Tamie Hamblin Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557232	Lisa Peek Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	RSA SecurID Software Token Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557239	Don Noseworthy Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	Utah Cares Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557241	Curtis Lakey Rural North Desktop Support	Print/Copy/Scan/Fax Kim Ratushniak	Queue Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557242	Steve Jay Rural North Desktop Support	Print/Copy/Scan/Fax Kim Ratushniak	Queue Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557257	Karen Anderson Rural South Desktop Support	Network Lance Nay	Password Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557265	Bruce Rhiddlehoover Help Desk	Application Vicky Marrelli	Password Human Services	Employee Gateway Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000557273	Jay Myers	None	None	None		TIR Missed: No	0.00
	Application Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557276	Matthew Webb	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557281	Julie Snell	None	None	None		TIR Missed: No	0.00
	Application Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557329	Julie Snell	None	None	None		TIR Missed: No	0.00
	Application Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557333	Robert Coleman	None	None	None		TIR Missed: No	0.00
	Application Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.24
INC000000557350	Marcia Herman	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557378	Eliza Wochnik	None	None	None		TIR Missed: No	0.00
	Application Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557398	Larry Bottrell	None	None	None		TIR Missed: Yes	1.02
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	1.02
INC000000557407	Rodney Karr	None	None	None		TIR Missed: No	0.21
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000557459	Nathan Steimle	Server	None	None		TIR Missed: No	0.33
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.35
INC000000557464	Kristy Bate	Telecom	Voice Mail	Telephone		TIR Missed: No	0.00
	Voice Operations	Kelly Johnson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557470	Ashley Weeks	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557495	Patrice Dozier	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557501	Rodney Karr	Network	Password	None		TIR Missed: No	0.84
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.84
INC000000557506	Chris Boswell	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.02
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000557515	Tammy W Harris	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.43
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.43
INC000000557527	Lesley Lundeberg	PC/Laptop	None	None		TIR Missed: No	0.27
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: Yes	15.10

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INC000000557540	A Sue Taylor	Application	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557549	Andrew Archuleta	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557577	Amy Bray	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557588	Wendy Thompson	PC/Laptop	Performance	None		TIR Missed: No	0.27
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.27
INC000000557597	Chad Midgley	PC/Laptop	Hardware	None		TIR Missed: No	0.18
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.46
INC000000557609	Amanda Alkema	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557614	Jane E Dahl	None	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.79
INC000000557637	Mavanie Vein	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000557642	David Melville	Application	Error	Internet Explorer		TIR Missed: No	0.14
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000557645	Jeannine Strasburg	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557656	Trisha Markle	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	
INC000000557661	Monica Ehlers	Application	None	ZENworks for Desktops		TIR Missed: No	0.08
	Metro C Desktop Support	Ken Knobel	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000557695	Ashley Barton	Wireless Connectivity	Error	None		TIR Missed: No	0.92
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.92
INC000000557697	Shauna Hair	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557712	Calleen Chivers	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000557723	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.38
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.39
INC000000557734	Tom Darais	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.02

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INC000000557744	Barbara Gallegos Metro B Help Desk	Application Tyler Pearce	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.22 0.22
INC000000557745	Linda Bright Help Desk	PC/Laptop Vicky Marrelli	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557772	Linda Campbell Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557783	Elizabeth Knight Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.28 0.55
INC000000557791	Margie Jorgensen Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.50 5.60
INC000000557792	Barbara Gallegos Metro B Help Desk	PC/Laptop Tyler Pearce	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557810	Bruce Taylor Rural Central Desktop Support	PC/Laptop Robert Case	Hardware Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	2.26 2.26
INC000000557815	Susan Llewellyn Metro B Help Desk	None Gary Graham	None Human Services	PKZip Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.06
INC000000557823	Debbie Booth Metro B Desktop Support	PC/Laptop Anthony Booyse	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.40 2.21
INC000000557829	Curtis Farnsworth Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557839	Martin Roundy Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.30 0.30
INC000000557858	Julie Williams Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557865	Tyler Petersen Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000557891	Jilene Gunther Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.10 1.10
INC000000557907	Rebecca Monsen Metro B Desktop Support	None Peter Musser	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.62 0.62
INC000000557910	Kari Smith Metro C Help Desk	Application Ross Owen	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557960	Andrea Tuckett Help Desk	Application Vicky Marrelli	Error Human Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000557974	Billie Bell	PC/Laptop	None	None		TIR Missed: No	0.19
	Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No	2.10
INC000000558015	Daniel Musto	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558032	Stephanie Rentmeister	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000558038	Tammy Samaniego	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558041	Stephen Arnold	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558072	Sean T Orton	Telecom	Hardware	Telephone		TIR Missed: No	0.37
	Voice/Data/WAN Services	Spencer Blodgett	Human Services	Low	Closed	TTR Missed: No	0.39
INC000000558099	Sharla Bayles	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558112	Arnell Wamsley	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000558113	Chris Packard	None	None	None		TIR Missed: No	0.87
	Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	0.87
INC000000558128	Diane Hannah	PC/Laptop	None	None		TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000558132	Steven Cox	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.19
INC000000558144	Anna Whisler	Application	None	SAFE		TIR Missed: No	0.53
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.53
INC000000558154	Amy Hall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558156	Brian Whiting	Server	Performance	None		TIR Missed: Yes	1.56
	Campus Networking	Charmaine Malan	Human Services	Low	Closed	TTR Missed: No	1.56
INC000000558166	Allen Randall	None	None	None		TIR Missed: No	0.31
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000558167	Angie Van Drimmelen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.43
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.43
INC000000558205	Mary Jo Peck	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.02

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INC000000558212	Laura Garrard	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000558215	Salvador Mendez	None	None	Ipads	TIR Missed: No	0.22
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Closed	TTR Missed: No	0.22
INC000000558219	Erika L Marks	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	
INC000000558225	Charri Brummer	Application	Error	None	TIR Missed: No	0.07
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.07
INC000000558244	Ruth Wilson	None	None	Novell GroupWise	TIR Missed: No	0.15
	Application Services	Danielle Hood	Human Services	Low Closed	TTR Missed: No	0.15
INC000000558245	Wendy Hunt	Application	Error	Citrix ICA Client	TIR Missed: No	0.57
	Application Services	Bart Purser	Human Services	Low Closed	TTR Missed: No	3.41
INC000000558247	Laura Roe	None	None	Novell GroupWise	TIR Missed: No	0.09
	Application Services	Tony Larsen	Human Services	Low Closed	TTR Missed: No	0.10
INC000000558252	Terence Stanton	Network	Password	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low Closed	TTR Missed: No	0.00
INC000000558255	Terence Stanton	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low Closed	TTR Missed: No	0.00
INC000000558256	Laureen Wilson	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.56
	Metro B Help Desk	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	0.56
INC000000558267	Ahotuku Tafea	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000558269	Brian D Nelson	Application	Error	Novell GroupWise	TIR Missed: No	0.59
	Metro B Help Desk	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	0.59
INC000000558274	Ahotuku Tafea	None	None	None	TIR Missed: No	0.00
	Application Support	Justin Rasmussen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000558279	Eliza Wochnik	None	None	None	TIR Missed: No	0.00
	Application Support	Justin Rasmussen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000558294	Mel Huefner	None	None	None	TIR Missed: No	0.00
	Salt Lake Data Center Operations	Kristi Behunin	Human Services	Low Closed	TTR Missed: No	0.00
INC000000558306	Larry Bottrell	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000558348	Doreen Morgan	None	None	None	TIR Missed: No	0.81
	Metro B Help Desk	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	0.81

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INC000000558368	Julie Carlile	Application	Reporting	eFIND/eSHARE	TIR Missed: No	0.00
	Technical Application Help Desk	Debbie Campbell	Human Services	Low Closed	TTR Missed: No	0.00
INC000000558398	Bret Hardy	Application	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	0.00
INC000000558403	Bret Hardy	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	0.00
INC000000558427	Jill Colvin	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	0.00
INC000000558429	Linda Martinez	Application	None	Novell Client for 32-bit Windows	TIR Missed: No	0.06
	Metro B Help Desk	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	0.06
INC000000558434	Nanon Talley	Network	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000558445	Leeann Robinson	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Closed	TTR Missed: No	0.00
INC000000558449	Amy Smith	Network	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000558450	Angela Hansen	Application	Reporting	SAFE	TIR Missed: No	0.09
	Metro B Help Desk	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	0.09
INC000000558451	Eva Clarke	None	None	None	TIR Missed: No	0.62
	Technical Application Help Desk	Debbie Campbell	Human Services	Low Closed	TTR Missed: No	0.62
INC000000558453	Kym Wilson	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000558463	Jeanne Godfrey	Application	Error	Microsoft Word	TIR Missed: No	0.96
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Closed	TTR Missed: No	0.96
INC000000558466	Paul Kunz	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000558467	Nathan Steimle	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.42
	Metro B Help Desk	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	0.42
INC000000558474	Mo Schannon	Network	Error	None	TIR Missed: No	0.87
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	0.88
INC000000558479	Kevin Kilburn	Application	None	eFIND/eSHARE	TIR Missed: No	0.40
	Technical Application Help Desk	Debbie Campbell	Human Services	Low Closed	TTR Missed: No	0.40
INC000000558491	Kym Wilson	Application	Error	Novell GroupWise	TIR Missed: No	0.37
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.81

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INC000000558493	Jason Burton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558503	Susannah Burt	PC/Laptop	Error	None		TIR Missed: No	0.68
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	1.18
INC000000558507	LynNae T Pena	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558508	Sandra Gleed	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.81
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.93
INC000000558509	Mark Robertson	Application	None	Novell GroupWise		TIR Missed: No	0.11
	Application Services	Martin Gonzalez	Human Services	Medium	Closed	TTR Missed: No	0.22
INC000000558510	Cynthia Gardner	None	None	None		TIR Missed: No	0.02
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000558514	Cynthia Gardner	Application	Error	Novell GroupWise		TIR Missed: No	0.38
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.59
INC000000558530	Nanon Talley	Application	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558531	Jody Eby	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558537	Sheila Shumway	None	None	None		TIR Missed: No	0.92
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.99
INC000000558542	Victoria A. Peterson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.31
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.33
INC000000558547	Mary Hyland	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558554	Josie Angerhoser	Network	Incident	None		TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000558556	Jonathan Christopher Harr	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558559	Holly Pope	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558561	Holly Reeves	PC/Laptop	Password	PGP		TIR Missed: No	0.86
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.86
INC000000558563	Janis Widdison	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000558566	Marcie Valenzuela	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.57
INC000000558567	Theresa Oram	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558569	Mary Lou Warner	PC/Laptop	Error	None		TIR Missed: Yes	1.83
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.83
INC000000558586	Theresa Oram	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.05
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000558592	Stephanie Kenney	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558594	Livingstone Tauvao	PC/Laptop	Password	None		TIR Missed: No	0.54
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	1.07
INC000000558595	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.72
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: Yes	6.13
INC000000558597	Michelle Jones	Application	None	PGP		TIR Missed: No	0.71
	Rural North Desktop Support	Kim Ratuszniak	Human Services	Low	Closed	TTR Missed: No	1.02
INC000000558610	Kati Wheatley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558611	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558612	Jeanne Godfrey	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558619	Paul Korth	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558622	Tricia Jones-Parkin	Network	None	None		TIR Missed: No	0.11
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.41
INC000000558628	Diane Maciel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558630	Amy N Brown	Telecom	None	Telephone		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000558639	Belinda Hurst	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.15
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000558642	Livingstone Tauvao	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000558644	Heather Holbrook Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000558652	Brenda Shaw Metro B Help Desk	Application Gary Graham	Password Human Services	Novell GroupWise Low	TIR Missed: No Closed TTR Missed: No	0.12 0.12
INC000000558659	Vickie Long Rural Central Desktop Support	None Paul Petersen	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 5.79
INC000000558675	Stephanie Stuart Metro B Help Desk	Application Val Shepherd	None Human Services	Gmail Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000558685	Liz Medina Metro A Desktop Support	PC/Laptop Mike Beynon	Hardware Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.05 0.05
INC000000558690	Delayne Heinhold Metro A Desktop Support	PC/Laptop Mike Beynon	Hardware Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.03 0.03
INC000000558701	Susan Eddy Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000558706	Stephanie Higbee Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000558718	Sandra Downard Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000558740	Tyler C Knudsen Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000558741	Brandee Nuzman Rural Central Desktop Support	None Robert Case	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000558744	Xavier Tisdol Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000558745	Ronald Harrell Help Desk	Network Vicky Marrelli	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000558749	Holly Reeves Help Desk	Application Vicky Marrelli	Password Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000558753	Sherrie Pendleton Metro B Help Desk	Application Val Shepherd	None Human Services	Employee Gateway Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000558766	Janalee Burdette Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000558767	Ivana Meandzija Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00

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INC000000558768	Anna Whisler	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558770	Janalee Burdette	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558791	Justina Flesher	None	None	None		TIR Missed: No	0.78
	Operations Production Control	Lester Aoki	Human Services	Low	Closed	TTR Missed: No	1.25
INC000000558796	Susan Mories	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558803	Melanie Reynolds	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.44
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.48
INC000000558809	Scott Abeyta	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558829	Cynthia Vitko	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558831	Cynthia Vitko	None	None	None		TIR Missed: No	0.12
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000558873	Cory Bird	None	None	FrontEnd		TIR Missed: No	0.35
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.35
INC000000558874	Annette Bateman	PC/Laptop	Hardware	None		TIR Missed: No	0.10
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000558877	Kathie Lilenquist	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.28
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.37
INC000000558884	Charlene Wilde	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558885	Debbie Stevens	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.67
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.09
INC000000558888	Lisa Peek	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000558908	Justin Buhler	Application	None	None		TIR Missed: No	0.33
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	3.19
INC000000558956	Marian Nielson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.47
INC000000558964	Shelley Robinson	Telecom	Dial Tone	Telephone		TIR Missed: No	0.39
	Voice/Data/WAN Services	T Artis	Human Services	Low	Closed	TTR Missed: No	1.15

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INC000000558971	Trisha Markle	None	None	None		TIR Missed: Yes	1.44
	Metro B Hosting	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	2.36
INC000000558981	Steven Wallenda	Application	Error	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559013	Kerry Fannin	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.63
INC000000559014	Paul Schaaf	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559019	Judy Hammer	Application	Error	Microsoft Visio		TIR Missed: No	0.11
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000559021	Judy Hammer	None	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	1.13
INC000000559034	Penny Rice	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559041	Kerry Soelberg	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	
INC000000559043	Kristina Gerlach	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	5.01
INC000000559049	Jacob Hall	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559056	Spencer Hall	Application	Error	None		TIR Missed: Yes	1.13
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	1.13
INC000000559058	Hilary Downing	Application	Error	Novell GroupWise		TIR Missed: Yes	1.10
	Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: Yes	7.80
INC000000559067	Joshua Jefferson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000559071	Tony Nieto	PC/Laptop	None	None		TIR Missed: No	0.18
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000559085	Ahotuku Tafea	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559089	Amber Williams	None	None	None		TIR Missed: No	0.25
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.84
INC000000559102	Heather Fleming	None	None	None		TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.05

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INC000000559105	Melanie Rasmussen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559136	John Felt	None	None	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559197	Mira Cha	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559206	Scott Abeyta	None	None	None		TIR Missed: No	0.03
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000559232	Alice Farnsworth	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559250	Kathy Wilcox	Telecom	Hardware	None		TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000559262	Lynne LeBaron	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000559272	Kristina Gerlach	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559275	Ray Winger	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559282	Jeff Harrop	None	None	None		TIR Missed: No	0.44
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.44
INC000000559285	Sheryl Thompson	None	None	None		TIR Missed: No	0.37
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	2.91
INC000000559289	Wendy Ottley	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559293	Gaye A Holt	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.18
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.47
INC000000559294	Laureen Wilson	Network	Incident	None		TIR Missed: No	0.20
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.20
INC000000559302	Elizabeth Baker	Application	Password	Utah System for Tracking Eligibi		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559310	Natalie Sheppard	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559319	Matt Reed	Application	Password	PGP		TIR Missed: No	0.34
	Rural North Desktop Support	Don Higgs	Human Services	Low	Closed	TTR Missed: No	2.99

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INC000000559323	John Macfarlane	Network	Incident	None		TIR Missed: No	0.22
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.93
INC000000559324	Steven Huntsman	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559327	Laura Roe	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559335	Elizabeth Baker	Application	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559338	Delores Peacock	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559344	Dawn Prince	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	
INC000000559374	Matt Reed	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559381	Kay Layton	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.35
INC000000559382	Jennie Olson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	5.13
INC000000559387	Amy Bray	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559389	Joanne Harris	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559396	Marti Bown	Application	Reporting	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559397	Marianne Earl	Application	Reporting	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559402	Melannie Holdaway	Application	Password	Utah Master Directory		TIR Missed: No	0.36
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.59
INC000000559408	Beth Greenleaf	Application	Error	SAFE		TIR Missed: No	0.74
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.74
INC000000559437	Denise Anderson	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000559438	goran fejc	None	None	None		TIR Missed: No	0.03
	Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: No	3.94

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INC000000559449	Dinah Weldon Metro B Help Desk	None Tyler Pearce	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000559460	Dinah Weldon Metro B Help Desk	None Tyler Pearce	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000559497	Tricia Jones-Parkin Metro B Desktop Support	None Jay Locker	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.34 2.81
INC000000559509	Amy Bray Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 6.13
INC000000559512	Preston Freitas Operations Production Control	None Christie Burnham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559514	Deann Richins Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559518	Pat Moore Rural Central Desktop Support	Application Robert Case	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	1.79 2.74
INC000000559519	Rick Harwood Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559521	Geri Evans Rural Central Desktop Support	None Ron LeBaron	None Human Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	0.37 0.37
INC000000559525	Renee Van Tussenbrook Metro B Help Desk	Application Val Shepherd	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559528	Sharon Swain Metro B Help Desk	None Gary Graham	None Human Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559532	Johnathan Rowley Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000559540	Michelle Gibbs Rural North Desktop Support	None Kim Ratushniak	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.19 0.19
INC000000559541	Dan Barrett Metro B Help Desk	Application Val Shepherd	Password Human Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559559	Susan Riggs Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559575	Jason Haber Metro B Desktop Support	Application Mike Wilde	Error Human Services	SAFE Low	Closed	TIR Missed: Yes TTR Missed: No	1.31 2.27
INC000000559576	Susan Riggs Operations Production Control	None Christie Burnham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000559599	Chelsie Hadley	PC/Laptop	None	None		TIR Missed: No	0.09
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000559626	Mary Lou Warner	Network	None	None		TIR Missed: No	0.97
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.13
INC000000559639	Becky Gallegos	None	None	None		TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.39
INC000000559657	Tammy Scarbrough	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559661	Stephanie Higbee	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559664	Melonie Brown	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559672	Brenda Shaw	Application	Error	None		TIR Missed: No	0.86
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.86
INC000000559694	Curtis Tesch	Application	Error	Mozilla Firefox		TIR Missed: No	0.23
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000559707	Ruth Wilson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559710	Tessa Bridge	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559719	Desiree Steadman	Print/Copy/Scan/Fax	Queue	None		TIR Missed: Yes	1.22
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	1.22
INC000000559747	Cindy Phillips	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559758	Ming Wang	None	None	None		TIR Missed: No	0.17
	Metro B Hosting	Cuyler Steiner	Human Services	Low	Closed	TTR Missed: No	1.42
INC000000559774	Mary Severson	None	None	None		TIR Missed: No	0.39
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.56
INC000000559781	Ruth Wilson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.47
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	0.68
INC000000559802	nathan R simkins	None	None	Utah Master Directory		TIR Missed: Yes	5.81
	Capitol Hosting	Kyle Burkhardt	Human Services	Low	Closed	TTR Missed: Yes	6.21
INC000000559803	Dan Barrett	None	None	None		TIR Missed: No	0.90
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.42

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INC000000559810	Melanie Rasmussen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559827	Bart Schenck	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559872	Jamie Strong	None	None	Mozilla Firefox		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559883	Deanna Braunberger	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559906	Claudiu M Bora	None	None	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559910	Claudiu M Bora	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559946	Kristi Elmer	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559950	Diane McCarty	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.71
INC000000559977	Mark Spalding	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559985	Tanya Schmidt	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.24
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.36
INC000000559989	Susan Riggs	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000559991	Mark G Church	None	None	None		TIR Missed: Yes	1.07
	Rural North Desktop Support	Rodney Peterson	Human Services	Low	Closed	TTR Missed: No	1.07
INC000000559993	Cameron Cline	Application	Error	None		TIR Missed: No	0.29
	Rural North Desktop Support	Kim Ratuszniak	Human Services	Low	Closed	TTR Missed: No	0.98
INC000000559994	Jackie Southwick	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560010	Kristy Bate	Telecom	Voice Mail	Telephone		TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.20
INC000000560019	Kimberly Bartlett	Application	None	Novell GroupWise		TIR Missed: No	0.09
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000560035	Tina Lloyd	Telecom	Call Management	Telephone		TIR Missed: No	0.55
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.79

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INC000000560060	Eric Pedersen	PC/Laptop	Performance	None		TIR Missed: No	0.34
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000560070	Susan U Green	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560092	Melissa Baugh	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560111	Marc Vaughn	PC/Laptop	Hardware	None		TIR Missed: No	0.10
	Rural North Desktop Support	Don Higgs	Human Services	Low	Closed	TTR Missed: No	0.48
INC000000560112	Tiffany Sandberg	None	None	Adobe Connect		TIR Missed: Yes	60.40
	ORS Adobe Support	John Lowder	Human Services	Low	Closed	TTR Missed: Yes	60.40
INC000000560119	Kim Noble	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000560122	Jana Dickson	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560136	Cassiopeia bailey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560141	Eliana Downing	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560145	Bryce Hansen	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	4.78
INC000000560150	Mel Castillo	None	None	ZENworks for Desktops		TIR Missed: No	0.08
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	0.98
INC000000560161	Teri Erickson	None	None	None		TIR Missed: No	0.26
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000560169	Andrew Butcher	None	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000560176	Morgan Earley	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000560183	Lucinda Thorne	Application	Password	Utah Master Directory		TIR Missed: No	0.52
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.99
INC000000560191	Rod Talaeai	PC/Laptop	Hardware	None		TIR Missed: No	0.25
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.36
INC000000560192	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000560198	Ivana Meandzija	Application	None	Contract Approval Payment Sys	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.40
INC000000560207	Kim Noble	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.15
INC000000560211	LaRee Oreilly	None	None	Novell GroupWise	TIR Missed: No	0.08
	Application Services	Danielle Hood	Human Services	Low Closed	TTR Missed: No	0.43
INC000000560217	Charlene Nelson	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	1.00
INC000000560219	Hilary Downing	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	0.98
INC000000560221	Brian Koralewski	Network	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	0.94
INC000000560229	Alene Ortega	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000560236	Donald Lopeparo	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000560238	Tammy Nuttall	PC/Laptop	Performance	None	TIR Missed: No	0.18
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Closed	TTR Missed: No	0.94
INC000000560249	Louise Lyon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000560258	Monica Fisher	None	None	None	TIR Missed: No	0.41
	Rural Central Desktop Support	Troy Morris	Human Services	Medium Closed	TTR Missed: No	0.55
INC000000560265	Jantz Afuvai	Telecom	Voice Mail	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.03
INC000000560273	Laura Pare	Telecom	Hardware	Telephone	TIR Missed: No	0.43
	Voice/Data/WAN Services	Spencer Blodgett	Human Services	Low Closed	TTR Missed: No	0.71
INC000000560281	Emily Crapo	Telecom	Voice Mail	Telephone	TIR Missed: No	0.22
	Voice Operations	Kelly Johnson	Human Services	Low Closed	TTR Missed: No	0.59
INC000000560287	Amy Smith	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
INC000000560288	Dan Barrett	Application	None	Active Directory	TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.12
INC000000560295	Jeanne Godfrey	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Human Services	Low Closed	TTR Missed: No	0.10

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INC000000560300	Deann Gertsch Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560341	Dorie Farah Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560342	Rodney Karr Metro B Help Desk	None Gary Graham	None Human Services	Utah Performance Management Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560350	Korey Larsen Rural Central Desktop Support	PC/Laptop Robert Case	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.96 0.96
INC000000560355	Elizabeth Adair Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.48 0.50
INC000000560371	Christian Harris Help Desk	Application Brenda Treadway	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560380	Dixie Quarnberg Rural South Desktop Support	Print/Copy/Scan/Fax Lance Nay	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560382	Kathy Tollett Application Services	Application Tony Larsen	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.02 2.50
INC000000560402	Dixie Fausett Metro B Help Desk	None Val Shepherd	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.11 0.42
INC000000560432	Billie Bell Metro B Desktop Support	Print/Copy/Scan/Fax Stephanie Young	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.04 0.49
INC000000560434	Valerie Lowery Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000560438	Erika L Marks Rural Central Desktop Support	PC/Laptop Ron LeBaron	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.73
INC000000560443	Jennifer A Morrill Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560447	Megan Lindsay Rural South Desktop Support	None Ryan Bennett	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.67 0.67
INC000000560474	Bart Mason Metro B Hosting	Server Greg Taylor	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.17 0.17
INC000000560514	Derek Frye Rural North Desktop Support	None Ryan Casey	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560515	Monica Fisher Enterprise Security	None Jerri Averde	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.93 8.70

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INC000000560519	Rod Cromar	Network	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.40
INC000000560533	Jennifer Clark	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560540	Alice Farnsworth	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560543	Jonathan Marshall	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.52
INC000000560547	Chris Lyman	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000560558	John Wilson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560567	Beverly Hart	Network	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.20
INC000000560572	Michelle Burton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560573	Dave Farley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560584	Melissa Anderson	Application	Password	None		TIR Missed: No	0.11
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	1.06
INC000000560587	Tyler Colby	PC/Laptop	Virus	None		TIR Missed: No	0.01
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.01
INC000000560616	Claudiu M Bora	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560629	Alycia Jurgela	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560630	Eliza Wochnik	None	None	None		TIR Missed: No	0.00
	Salt Lake Data Center Operations	Gerard Russell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560639	Lindsey Shumway	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560644	Debra Dopp	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Human Services	Low	Closed	TTR Missed: No	
INC000000560649	Ernest Cuatto	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000560650	Gaylene Thomas	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560652	Stacie Pohahau	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560654	Ming Wang	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000560657	John Wilson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560672	Leeann Robinson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	
INC000000560682	Charles M Larson	None	None	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000560685	Travis Kelly	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560691	Marie Rodriguez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000560693	Sandy Baxter	None	None	None		TIR Missed: No	0.78
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.97
INC000000560722	Gaylene Thomas	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560726	Jill Stewart	None	None	None		TIR Missed: No	0.56
	Rural South Desktop Support	Joel Finlinson	Human Services	Low	Closed	TTR Missed: No	0.56
INC000000560738	Mandy Caswell	Application	Password	SAFE		TIR Missed: No	0.25
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.29
INC000000560739	Stormey Goddard	Application	Password	Citrix ICA Client		TIR Missed: No	0.22
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000560745	James Ako	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	
INC000000560750	James Ako	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560751	Mandy Caswell	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560759	Xia Litz	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000560768	Justina Flesher	None	None	None		TIR Missed: Yes	1.34
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.34
INC000000560769	Don Rosenbaum	None	None	None		TIR Missed: No	0.27
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000560781	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed: Yes	1.17
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.18
INC000000560785	Janis Widdison	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560791	Lisa Olson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	
INC000000560808	Stacey Keyes	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560832	Brenda Fotheringham	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560833	Brenda Fotheringham	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560843	Sarah Pomeroy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	
INC000000560849	Tamie Hamblin	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	
INC000000560854	Sandy Gibson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.43
INC000000560871	Elaine Jimenez	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000560876	Sarah Lake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560905	Doug Stone	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000560924	Dale Robins	Application	None	Citrix ICA Client		TIR Missed: No	0.22
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000560935	Cassie Peet	None	None	None		TIR Missed: No	0.08
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000560938	Holly Pope	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000560939	Dale Robins Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560946	Judy Hafen Metro B Help Desk	Application Gary Graham	Password Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560951	Heather Fleming Metro B Help Desk	Application Gary Graham	Password Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.37 0.40
INC000000560964	Andrew Kinney Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560968	Charri Brummer Metro B Desktop Support	Application Jay Locker	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	1.14 1.58
INC000000560976	Saori Phouthavongsay Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.97 0.97
INC000000560990	Alice Farnsworth Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560996	Heather Guanajuato Metro B Help Desk	None Tyler Pearce	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560998	Shancie Nance Operations Production Control	None Christie Burnham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561010	Cassandra Green Rural Central Desktop Support	Network Jay Barfuss	Incident Human Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561015	Mallory Ware Help Desk	Network Julie VanBeekum	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561033	Ella Lopez Metro B Help Desk	None Tyler Pearce	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561034	Ella Lopez Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facilit Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561040	Linda Long Metro B Help Desk	None Tyler Pearce	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561041	Linda Long Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facilit Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561045	Amy Lewis Help Desk	Application Vicky Marrelli	Password Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561051	Ruth Wilson Help Desk	Application Vicky Marrelli	Reporting Human Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000561056	Ruth Wilson Metro B Help Desk	Application Val Shepherd	Reporting Human Services	Citrix ICA Client Low	Closed	TIR Missed: Yes TTR Missed: No	2.07 2.09
INC000000561069	Dionn Nielsen Metro B Desktop Support	PC/Laptop Stephanie Young	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.11 0.29
INC000000561075	Don Noseworthy Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561076	Tammy Nuttall Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561080	Alisa Alonzo Metro C Help Desk	Application Ross Owen	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561085	Vedrana Ilic Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.07 0.51
INC000000561089	Lorry Ann Stufflebeam Metro B Help Desk	None Gary Graham	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.61 0.74
INC000000561090	Randy Story Help Desk	Application Julie VanBeekum	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561102	Nicole Laub Salt Lake Data Center Operations	Network Tom Paden	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561118	Nicole Laub Rural South Desktop Support	PC/Laptop Doug Thornton	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.01
INC000000561132	Karl Tucker Rural Central Desktop Support	None Jeremy Standifird	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 3.52
INC000000561136	Darrell Romney Metro B Hosting	None Paul Seager	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561173	Tashina Sherman Metro B Hosting	PC/Laptop Paul Seager	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561183	Lisa Bruno Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561185	Karlene Kjerstin Application Services	None Tony Larsen	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.83 1.96
INC000000561189	Barbara Arvizo Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	1.05 1.09
INC000000561210	Carmen Green Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.50 0.58

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INC000000561217	Kathy Maxfield	None	None	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561219	Lisa Bruno	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561224	Stephanie Bezyack	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561227	Barbara Ruff	None	None	Office of Recovery Services Inf		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561232	Shandy Strasburg	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561238	Cathy Rueff	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561245	Charlene Wilde	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561248	Charlene Wilde	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561259	Heather Casutt	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561260	John Oliver	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561266	Heather Casutt	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.07
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000561270	Coby Drake	None	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561273	Kristy Bate	Telecom	Voice Mail	None		TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.16
INC000000561276	Sherrie Pendleton	Application	None	Action Request System		TIR Missed: No	0.10
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.76
INC000000561280	Jason Burton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561284	John Macfarlane	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561285	Laura Roe	None	None	None		TIR Missed: No	0.70
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed: No	0.70

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INC000000561289	Gaye Luker	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561293	Melissa Anderson	Application	Password	PGP	TIR Missed: Yes	1.50
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	1.86
INC000000561295	Peter Johansson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	
INC000000561303	Janene Parry	None	None	None	TIR Missed: No	0.15
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.15
INC000000561306	Penny Rice	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561308	Michael Thorpe	Network	Performance	Novell eDirectory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561312	Lindsey Shumway	Application	Password	PGP	TIR Missed: No	0.27
	Rural South Desktop Support	Meladye Shively	Human Services	Low Closed	TTR Missed: No	0.27
INC000000561313	Lisa Bruno	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561317	Janene Parry	None	None	None	TIR Missed: No	0.07
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	2.16
INC000000561319	Tracy Zitting	PC/Laptop	Error	None	TIR Missed: No	0.52
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	0.61
INC000000561355	Sharon Timmons	None	None	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.22
INC000000561357	Joan Charter	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561363	Alan R Misbach	Network	Performance	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561371	Jonathan Houser	None	None	Microsoft Project	TIR Missed: No	0.39
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Closed	TTR Missed: No	0.65
INC000000561372	Janene Parry	Application	None	Novell GroupWise	TIR Missed: No	0.25
	Application Services	Martin Gonzalez	Human Services	Low Resolved	TTR Missed: Yes	24.68
INC000000561377	Lindsy Homer	None	None	Novell GroupWise	TIR Missed: No	0.16
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.16
INC000000561381	Shelley Robison	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000561412	Lynn Sanderson	Application	None	Contract Approval Payment Sys	TIR Missed: No	0.14
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.14
INC000000561413	Chantel Harvey	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561426	Janet Hongsyvilay	Application	Password	RSA SecurID Software Token	TIR Missed: No	0.31
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.74
INC000000561434	Subrina Westwood	Application	Error	PGP	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561462	Randy Story	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561463	La Ree Howard	Application	Error	Receipt System	TIR Missed: No	0.24
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low Closed	TTR Missed: No	0.24
INC000000561465	Charlene Wilde	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561469	Charlene Wilde	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561471	Naomi Stewart	Application	None	Action Request System	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561477	Charlene Wilde	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561479	mandi kawa	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561480	Charlene Wilde	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561483	Charlene Wilde	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561492	Charlene Wilde	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561499	Barbara Holstein	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000561506	Justina Flesher	None	None	None	TIR Missed: No	0.07
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.12
INC000000561510	Eric Jaehne	Application	None	ZENworks for Desktops	TIR Missed: No	0.54
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.54

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INC000000561519	Warren Malupo Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000561521	Justina Flesher Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.16 0.39
INC000000561527	Jill McAfee Metro B Desktop Support	Network Mike Wilde	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.00 1.37
INC000000561550	Blythe Carlsen Metro B Desktop Support	None Anthony Booyse	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.33 1.54
INC000000561567	Christine Harris Rural Central Desktop Support	Application Paul Petersen	None Human Services	Microsoft Office Low	TIR Missed: No TTR Missed: No	0.00 0.91
INC000000561569	Ayn Averett Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561592	Denys Fedotov Metro B Desktop Support	PC/Laptop Jay Locker	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.07 0.57
INC000000561593	Lee Castillo Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.21 0.42
INC000000561594	Palmer Depaulis Metro B Help Desk	None Gary Graham	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561595	Verlyn Pindell Help Desk	Application Vicky Marrelli	Reporting Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561598	Lloyd Lemon Help Desk	Application Julie VanBeekum	Error Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561602	Tyler C Knudsen Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561604	Rick Ericksen Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	0.34 2.26
INC000000561606	Morgan Earley Metro B Help Desk	None Gary Graham	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561615	Richard Spencer Rural Central Desktop Support	None Jeremy Standifird	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.20 0.74
INC000000561625	Lisa Martinez Metro B Desktop Support	None Peter Musser	None Human Services	ZENworks for Desktops Low	TIR Missed: Yes TTR Missed: No	3.67 3.67
INC000000561634	Toni Davis Help Desk	Print/Copy/Scan/Fax Eileen Dubach	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000561635	Peggy Thacker	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	2.63
INC000000561637	Amanda L Jensen	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	2.63
INC000000561646	Ted Gerun	None	None	None		TIR Missed: Yes	1.48
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	1.49
INC000000561656	Mark Strebel	None	None	None		TIR Missed: No	0.28
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	0.98
INC000000561660	Sherry Lemmon	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561664	Edith Martinez	None	None	None		TIR Missed: No	0.10
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.68
INC000000561674	Janet Kinder	Network	Performance	None		TIR Missed: No	0.43
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	3.52
INC000000561675	Angie Pinna	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000561688	Judy Sanders	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561698	Luci Kelly	PC/Laptop	Hardware	None		TIR Missed: Yes	1.36
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	1.36
INC000000561708	Traci Petersen	Telecom	Voice Mail	Telephone		TIR Missed: No	0.12
	Voice Operations	Kelly Johnson	Human Services	Low	Closed	TTR Missed: No	0.67
INC000000561712	christan fregia	None	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561726	Dan Choate	Mobile Devices	None	Droid		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561730	Natalie Holt	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561731	Jessica Artz	Application	None	SAFE		TIR Missed: No	0.33
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.80
INC000000561732	Boyd Madsen	Network	Performance	None		TIR Missed: No	0.56
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.20
INC000000561743	Cherilyn Webster	Application	Password	Utah Criminal Justice Information		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000561753	Georgeia Wood	PC/Laptop	None	None		TIR Missed: No	0.10
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000561767	Adam Matthews	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561789	Kayla Maxfield	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561794	Catherine Taylor	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561795	Tom Darais	None	None	None		TIR Missed: No	0.17
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000561798	Linda Long	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.55
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.55
INC000000561826	Stephen Shafer	Telecom	Feature	Telephone		TIR Missed: No	0.45
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.45
INC000000561838	Janice Gee	Telecom	Area Code	Telephone		TIR Missed: No	0.41
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.41
INC000000561850	Raul Ramirez	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561854	Jacque Illguth	Application	Password	eFIND/eSHARE		TIR Missed: No	0.53
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.04
INC000000561867	Subrina Westwood	Application	None	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000561872	Karen Krommenhoek	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.24
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.66
INC000000561876	Heber Tippetts	Application	Error	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000561889	Mary C Blackburn	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000561905	Steve Hillabrant	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.29
INC000000561940	Kathy Maxfield	None	None	None		TIR Missed: No	0.53
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.11
INC000000561949	Rick H Hansen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.07

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INC000000561963	Debbi Orwin	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.11
INC000000561968	Jason Reed	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.52
INC000000561974	Taylor Stark	None	None	None		TIR Missed: No	0.58
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.60
INC000000562000	Valene Gibbs	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.46
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.50
INC000000562022	Tammy Nuttall	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000562030	Steve Hillabrant	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000562044	Clarissa Blackmer	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000562051	Rusty Hendrickson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000562054	Iris M Gomez	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000562061	David Solum	Application	None	None		TIR Missed: No	0.16
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: Yes	9.23
INC000000562076	Emma Montoya	PC/Laptop	Performance	None		TIR Missed: No	0.34
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	1.77
INC000000562083	Jill Colvin	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000562089	Marty Shannon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000562092	Mary Burris	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000562094	Charlene Wilde	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000562098	Charlene Wilde	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000562110	Josephine Ishaya	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000562119	Annette Perkins	None	None	RSA SecurID Software Token	TIR Missed: No	0.04
	Metro B Desktop Support	Annic Valdez	Human Services	Low Closed	TTR Missed: No	0.13
INC000000562134	Charlene Wilde	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562142	Subrina Westwood	Application	None	PGP	TIR Missed: No	0.32
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.68
INC000000562179	Irma Romero	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562183	Richard Berry	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562186	Brian Mendenhall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562199	Clifford Pettingill	Application	None	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562201	Rick H Hansen	None	None	None	TIR Missed: No	0.04
	Metro B Desktop Support	Annic Valdez	Human Services	Low Closed	TTR Missed: No	0.05
INC000000562204	Georgeia Wood	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562220	Veronica Kasprzak	Mobile Devices	Error	iPhone	TIR Missed: No	0.11
	Help Desk	Sarah Johnson	Human Services	Low Closed	TTR Missed: No	0.22
INC000000562249	Jennifer Gardner	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562266	Angela French	Application	Password	ZENworks for Desktops	TIR Missed: No	0.22
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.29
INC000000562274	Josie Angerhofer	None	None	SAP Frontend	TIR Missed: Yes	1.21
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	3.24
INC000000562287	Doreen Morgan	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562299	Julienne Rhees	None	None	Adobe Acrobat	TIR Missed: No	0.77
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	2.30
INC000000562324	Justina Flesher	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.20
INC000000562334	Deborah Sirles	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000562336	Marina Sanchez	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562342	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562351	Keri Herrmann	Application	None	Novell GroupWise	TIR Missed: No	0.10
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low Closed	TTR Missed: No	1.98
INC000000562354	Heather Casutt	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562365	Janet Hongsyvilay	Application	None	Novell GroupWise	TIR Missed: No	0.11
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.17
INC000000562371	Kristin Orgill	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562375	Angela Schmith	PC/Laptop	Hardware	None	TIR Missed: No	0.10
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.32
INC000000562376	Janet Hongsyvilay	Application	None	Novell GroupWise	TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.17
INC000000562381	Janet Hongsyvilay	Application	None	Novell GroupWise	TIR Missed: No	0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.22
INC000000562382	Christine Hammack	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	
INC000000562391	Janet Hongsyvilay	Application	None	Novell GroupWise	TIR Missed: No	0.35
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.56
INC000000562397	Julie Blundell	Application	Error	SAFE	TIR Missed: No	0.57
	Rural North Desktop Support	Ryan Casey	Human Services	Low Resolved	TTR Missed: No	0.57
INC000000562400	Sekone Tapu	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562412	Debbie Hyden	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562414	Janene Parry	Application	None	Novell GroupWise	TIR Missed: No	0.18
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.25
INC000000562415	Suzanne O'Connell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562416	Lisa Lewis	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000562417	Kathy Butt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000562418	Janet Hongsyvilay	Application	None	Novell GroupWise		TIR Missed: No	0.16
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.29
INC000000562423	Janene Parry	Application	None	Novell GroupWise		TIR Missed: No	0.14
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: N/A	
INC000000562431	Janet Hongsyvilay	Application	None	Novell GroupWise		TIR Missed: No	0.23
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000562434	Sarah Pomeroy	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000562438	Cherie Root	Application	Error	Adobe Acrobat		TIR Missed: No	0.15
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000562452	Gina Hatch	Telecom	None	Telephone		TIR Missed: No	0.32
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.09
INC000000562454	Kevin Kilburn	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000562486	Amanda Alkema	Application	None	Remedy Incident Management		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	
INC000000562496	Crystal Leuk	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.68
	Rural Central Desktop Support	Rod Montoya	Human Services	Low	Closed	TTR Missed: Yes	7.05
INC000000562500	Gloria Evans	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000562505	Janet Hongsyvilay	Application	None	Novell GroupWise		TIR Missed: No	0.20
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000562512	Cathy Valerio	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000562516	Amanda Alkema	Application	None	Microsoft Word		TIR Missed: No	0.31
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000562519	Janet Hongsyvilay	Application	None	Novell GroupWise		TIR Missed: No	0.20
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000562530	Alan R Misbach	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000562539	Janet Hongsyvilay	Application	None	Novell GroupWise		TIR Missed: No	0.04
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.06

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INC000000562545	Mandy Petersen	Network	None	None		TIR Missed: No	0.50
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	1.41
INC000000562546	Karen Krommenhoek	PC/Laptop	None	None		TIR Missed: No	0.43
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.68
INC000000562551	Barbara Ruff	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000562554	Suzanne West	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	
INC000000562556	Cathy Rueff	Application	None	Novell GroupWise		TIR Missed: Yes	1.14
	Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	5.63
INC000000562558	Megan Gatlin	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.90
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.90
INC000000562572	Tavares Ray	None	None	None		TIR Missed: No	0.63
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.63
INC000000562573	Annie Bennett	Application	Password	Citrix ICA Client		TIR Missed: No	0.07
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000562578	Jolayne Fullenwider	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000562581	Thomas Edgar	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000562583	Anna Whisler	Mobile Devices	Error	iPhone		TIR Missed: No	0.44
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	2.95
INC000000562584	Janet Hongsyvilay	Application	None	Novell GroupWise		TIR Missed: No	0.07
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000562585	Natalie Holt	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.78
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: N/A	
INC000000562586	Natalie Holt	Application	Error	None		TIR Missed: No	0.94
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.94
INC000000562592	Allen De graw	PC/Laptop	Hardware	None		TIR Missed: No	0.36
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	3.36
INC000000562594	Janet Hongsyvilay	Application	None	Novell GroupWise		TIR Missed: No	0.63
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.86
INC000000562610	Mark G Church	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	

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INC000000562613	Mark Scott	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000562616	Karin A Armstrong	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.14	
INC000000562617	Silvia Romero	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.15
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.15	
INC000000562620	Beverly Johnstone	Application	Error	SAFE		TIR Missed: No	0.12
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.12	
INC000000562683	Fololini Havea	Server	Error	None		TIR Missed: No	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000562699	Nick Rasmussen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000562710	Stacey Torres	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000562714	Angie Shaw	Application	Error	Utah Statewide Immunization In		TIR Missed: Yes	9.00
USIIS Tech Support	Yukiko Yoneoka	Human Services	Low	Closed	TTR Missed: Yes	9.00	
INC000000562718	Teresa Gray	Application	Password	PGP		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000562755	Jill Stewart	None	None	Internet Explorer		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000562756	Mary Ann Peterson	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No		
INC000000562759	Eliana Downing	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No		
INC000000562763	Shenille Stewart	Application	Password	Novell Messenger		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000562771	Alisi Brunt	None	None	None		TIR Missed: No	0.14
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.31	
INC000000562786	Kathy Katsilas	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000562788	Shauna Hair	None	None	PGP		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000562792	Stephen Arnold	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00	

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INC000000562795	Deanna Braunberger	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.06
INC000000562796	Marcie Valenzuela	Application	None	Novell GroupWise	TIR Missed: No	0.06
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.69
INC000000562801	Christie Howes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562803	Brindy Beckstrand	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562806	Jamie John	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562809	Denise Bradshaw	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562844	Kimberly Bartlett	Network	Error	None	TIR Missed: No	0.43
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.62
INC000000562847	Kenneth Sio	None	None	None	TIR Missed: Yes	1.01
	Rural North Desktop Support	Ryan Casey	Human Services	Low Closed	TTR Missed: No	1.01
INC000000562851	Linda Boyd-Melancon	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562862	Joye Downey	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562867	Christy Van Buskirk	Application	None	Novell Messenger	TIR Missed: No	0.09
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: N/A	
INC000000562873	Laurie Adams	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562877	Aubrey Myers	Application	Error	Microsoft PowerPoint	TIR Missed: No	0.80
	Rural North Desktop Support	Ryan Casey	Human Services	Low Closed	TTR Missed: No	0.80
INC000000562880	Kimberly Bartlett	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: Yes	1.06
	Rural Central Desktop Support	Gerald Adams	Human Services	Low Closed	TTR Missed: No	1.49
INC000000562881	Joye Downey	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562898	Christine Hammack	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00
INC000000562906	Heidi Valdez	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000562907	Heidi Valdez Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562913	Rita Brooks Metro B Help Desk	Application Gary Graham	Error Human Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.27 0.37
INC000000562926	Linda Bright Metro B Help Desk	Application Gary Graham	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.28
INC000000562934	Paul Day Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562939	Delayne Heinhold Mainframe Systems Support	Print/Copy/Scan/Fax Greg Shoop	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.18 0.77
INC000000562943	Delilah Thomas Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562948	Eliana Downing Rural Central Desktop Support	Application Ron LeBaron	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.42 0.42
INC000000562949	Rick Cobia Help Desk	Application Vicky Marrelli	Reporting Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562951	Louann Hill USIIS Outreach	Application Lisa Young	Error Human Services	Utah Statewide Immunization In Low	Closed	TIR Missed: Yes TTR Missed: No	1.31 1.31
INC000000562965	Lisa Bruno Metro B Desktop Support	None Peter Musser	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.16
INC000000562974	Analisa Butterfield Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562982	Laureen Wilson Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: N/A	0.29 0.29
INC000000562994	Natalie Sheppard Metro B Help Desk	Application Val Shepherd	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.30 0.33
INC000000563007	Roy Perez Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563008	Heidi Watts Help Desk	Application Vicky Marrelli	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563010	Janet Hongsyvilay Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.31 0.42
INC000000563013	Dave MacArt Rural South Desktop Support	PC/Laptop Lance Nay	Virus Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000563019	Delma Martinez Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563021	Jantz Afuvai Metro B Desktop Support	Print/Copy/Scan/Fax Stephanie Young	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.77 0.77
INC000000563022	Ruth Wilson Help Desk	Application Eileen Dubach	None Human Services	Utah Master Directory Low	Closed	TIR Missed: Yes TTR Missed: No	1.07 1.13
INC000000563027	Cheryl Dubach Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: N/A	0.32
INC000000563030	Arnell Wamsley Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563045	Shancie Lawton Operations Production Control	Network Cal Brinton	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563058	Calleen Chivers Metro C Help Desk	Print/Copy/Scan/Fax Ross Owen	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000563062	Patty Phillips Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.03 0.11
INC000000563066	Rick Cobia Rural North Desktop Support	Application Neil Smedley	Error Human Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	0.11 0.94
INC000000563076	Janet Hongsyvilay Metro B Help Desk	Application Gary Graham	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.12 0.12
INC000000563077	Rene Barrera Metro B Desktop Support	None Peter Musser	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.03 4.62
INC000000563099	Judy Alice Harrington Metro B Help Desk	None Gary Graham	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.18
INC000000563118	Veronica Kasprzak Help Desk	Application Eileen Dubach	Password Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563130	Steve Wirick Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563132	Joseph Taylor Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.51 0.88
INC000000563144	Linda Baggs Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563146	Trent Clements Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.05 1.54

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INC000000563150	Marty Shannon	PC/Laptop	Performance	None		TIR Missed: No	0.41
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Resolved	TTR Missed: No	0.41
INC000000563159	Nancy Newman	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000563182	Janet Hongsyvilay	Application	None	Novell GroupWise		TIR Missed: No	0.27
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.01
INC000000563184	Joseph Taylor	Application	Password	Gmail		TIR Missed: Yes	1.61
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.61
INC000000563190	Stephanie Martinez	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000563201	Tammie Godfrey	None	None	None		TIR Missed: No	0.06
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000563215	Rolf Halbfell	Network	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.08
INC000000563216	Karen Lillywhite	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.14
INC000000563247	Mardee Schoenfeld	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000563258	Annie Bennett	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000563281	Ruth Wilson	None	None	Microsoft Word		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.81
INC000000563288	Adrianna Pahulu	None	None	SAFE		TIR Missed: Yes	1.32
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	1.32
INC000000563293	Joe Taylor	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000563294	Janice Warner - Dabling	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000563297	Diane McCarty	Network	Password	None		TIR Missed: No	0.11
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000563300	Ericka Turner	Telecom	Feature	Telephone		TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Medium	Closed	TTR Missed: No	0.15
INC000000563332	Diane McCarty	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000563347	Terrie Basinger Rural North Desktop Support	None Ryan Casey	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000563349	Amy Graham Rural North Desktop Support	Application Ryan Casey	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000563408	Clifford Pettingill Metro B Hosting	Network Paul Seager	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563410	Terry Gardner Metro B Hosting	PC/Laptop Paul Seager	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563451	Tina Myers Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563462	Jackie Knight Metro B Help Desk	Application Val Shepherd	Error Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.49
INC000000563475	Kelli Karpakis Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563501	Mark Scott Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563507	Kevin Fernley Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563514	Janet Hongsyvilay Metro B Help Desk	Application Gary Graham	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.22 0.22
INC000000563519	Janet Hongsyvilay Metro B Help Desk	Application Gary Graham	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.23 0.23
INC000000563520	Lisa Tarbox Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	Toner/Fuser/Ink Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.28
INC000000563526	Dan Chatterton Metro B Help Desk	Application Val Shepherd	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.53 0.57
INC000000563527	Janet Hongsyvilay Metro B Help Desk	Application Gary Graham	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.23 0.23
INC000000563553	Leann Wilber Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563562	Sharon Timmons Metro B Help Desk	None Gary Graham	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563567	Barbara Vargas Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000563584	Janet Hongsyvilay	Application	None	Novell GroupWise	TIR Missed: No	0.27
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.31
INC000000563594	Joe Taylor	Application	None	Novell GroupWise	TIR Missed: No	0.24
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.68
INC000000563596	luca reid	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000563602	Janet Hongsyvilay	Application	None	Novell GroupWise	TIR Missed: No	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.16
INC000000563605	Janet Hongsyvilay	Application	None	Novell GroupWise	TIR Missed: No	0.16
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.17
INC000000563608	Mata Fauatea	Application	Password	Novell GroupWise	TIR Missed: No	0.69
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	1.17
INC000000563617	Paula May	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000563619	Lisa Aragon	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000563626	Kristi Elmer	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.05
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.08
INC000000563646	Nancy Lee	Application	Error	Novell GroupWise	TIR Missed: No	0.31
	Application Services	Tony Larsen	Human Services	Low Resolved	TTR Missed: No	1.31
INC000000563668	Warren Malupo	Application	Password	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000563669	Janet Welling	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000563673	Sara Visser	Application	Error	SAFE	TIR Missed: Yes	2.50
	Rural North Desktop Support	Ryan Casey	Human Services	Low Closed	TTR Missed: No	2.50
INC000000563675	Sharon Timmons	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000563680	Cindy Draper	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Closed	TTR Missed: No	0.00
INC000000563687	Tia Clay	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.84
INC000000563715	Jackie Stahler	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low Closed	TTR Missed: No	1.78

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INC000000563723	Cheryl Schilling Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563729	Ivana Meandzija Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563736	Alicia Quinonez Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563747	Josie Angerhofer Rural Central Desktop Support	Application Troy Morris	None Human Services	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	0.91 4.06
INC000000563750	Heather Pearce Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.51 0.51
INC000000563770	Elizabeth McCloud Rural Central Desktop Support	Network Troy Morris	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 3.63
INC000000563781	Sharon Timmons Metro B Help Desk	Application Gary Graham	Password Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563787	Holly Pope Rural North Desktop Support	Application Ryan Casey	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.41
INC000000563799	fernando lopez Metro B Desktop Support	None Mike Wilde	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.11 1.23
INC000000563805	Marcie Rogers Rural South Desktop Support	Network Lane Adams	Error Human Services	None Medium	Closed	TIR Missed: Yes TTR Missed: No	1.42 1.42
INC000000563822	Jackie Southwick Rural North Desktop Support	PC/Laptop Lori Hartzell	Performance Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.65 1.24
INC000000563845	Morgan Walton Rural North Desktop Support	Application Ryan Casey	None Human Services	PGP Low	Closed	TIR Missed: Yes TTR Missed: No	2.43 2.43
INC000000563850	Tiffani Valentine Metro C Help Desk	Mainframe Reed Stohel	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563864	theressa bridges Application Services	Mobile Devices Danielle Hood	Error Human Services	Novell GroupWise PDA Connec Low	Closed	TIR Missed: Yes TTR Missed: Yes	1.15 9.79
INC000000563865	Justina Flesher Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.50 0.50
INC000000563868	Gregory Hirst Rural South Desktop Support	PC/Laptop Scott Jesienouski	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.07
INC000000563904	Whitney Grimm Rural Central Desktop Support	Application Troy Morris	Password Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.24 0.24

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INC000000563906	Gloria Evans Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000563908	Gloria Evans Metro A Desktop Support	None Mike Beynon	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.10 0.88
INC000000563919	Ernest Akimseu Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed TIR Missed: No TTR Missed: No	0.43 0.69
INC000000563922	Jamie John Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Master Directory Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563926	Toni Mortensen Metro B Help Desk	Application Gary Graham	Password Human Services	Utah Criminal Justice Informatio Low	Closed TIR Missed: No TTR Missed: No	0.24 0.32
INC000000563931	Jarilyn Sterling Metro C Help Desk	None Ross Owen	None Human Services	PGP Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563941	Jordan Davidson Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563948	Jordan Davidson Rural North Desktop Support	PC/Laptop Ryan Casey	None Human Services	None Low	Closed TIR Missed: No TTR Missed: No	0.51 0.51
INC000000563953	Tiffani Diamond Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563956	Fred Butterfield Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563960	Gayla Reinhardt Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00
INC000000563976	Kati Wheatley Voice Operations	None Gail Christiansen	None Human Services	None Low	Closed TIR Missed: No TTR Missed: No	0.68 1.10
INC000000563977	Tiffani Pace Metro C Help Desk	None Reed Stohel	None Human Services	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563987	Patrice Dozier Metro C Help Desk	Mainframe Reed Stohel	Password Human Services	BlueZone Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563994	Donelle Clements Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563998	Mark Scott Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000564030	Lory Pond Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00

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Human Services

INC000000564031	Justina Flesher	None	None	None		TIR Missed: No	0.11
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000564035	Billie Bell	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564080	Lisa Bennett	Application	None	Action Request System		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564082	Kevin Koons	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564087	Kristy Quintana	Application	None	Action Request System		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564120	Heather Pearce	Application	None	SAFE		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564131	Judy Powell	None	None	Project Development Business S		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564135	Kevin Koons	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564138	Brian McIlrath	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564143	Darrin Lee	None	None	Citrix ICA Client		TIR Missed: No	0.55
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Resolved	TTR Missed: No	0.58
INC000000564156	Janet Hongsyvilay	Application	None	Novell GroupWise		TIR Missed: No	0.87
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.87
INC000000564162	Janet Hongsyvilay	Application	None	Novell GroupWise		TIR Missed: No	0.81
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.81
INC000000564166	Janet Hongsyvilay	Application	None	Novell GroupWise		TIR Missed: No	0.78
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.78
INC000000564171	Vickie Jones	None	None	Internet Explorer		TIR Missed: No	0.41
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.43
INC000000564182	Marsha Sherman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564187	Kathy Katsilas	None	None	Adobe Connect		TIR Missed: No	0.24
	ORS Adobe Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.24
INC000000564194	Jacque Illguth	Application	Reporting	None		TIR Missed: No	0.11
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.27

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Human Services

INC000000564269	Janetta Galloway	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000564282	Tylean Peck	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564291	Gaye Luker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564298	Kelli Karpakis	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564304	Curtis Downing	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.98
INC000000564305	Delma Martinez	None	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564308	Kristy Bate	Telecom	Voice Mail	Telephone		TIR Missed: No	0.57
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.88
INC000000564312	Kathy Katsilas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564321	Alan R Misbach	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564334	Kristy Bate	Application	None	None		TIR Missed: No	0.25
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.25
INC000000564336	Anna Peterson	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564363	Alycia Jurgela	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564377	Nancy Dunn	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564382	Nathanial Ashby	Application	Error	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564383	Barbara Arvizo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564390	Justina Flesher	Application	None	Novell GroupWise		TIR Missed: No	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.24
INC000000564392	andrew ritter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000564397	Tracy Wiggill	None	None	SAFE		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564410	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.17
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000564412	Gina Thomas	Application	None	SAFE		TIR Missed: No	0.74
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.80
INC000000564413	Justina Flesher	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.09
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000564418	Kimberly Clements	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564419	Stephanie Sinju	Telecom	Hardware	Telephone		TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.92
INC000000564422	Annita Kendall	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564426	Gladys Davis	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564437	Melannie Holdaway	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564463	Marianne Davis	Application	None	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564467	Jessica Cameron	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.83
INC000000564476	Jana Darling	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564477	Laureen Wilson	Network	Incident	None		TIR Missed: No	0.55
	Rural Central Desktop Support	Troy Morris	Human Services	Medium	Closed	TTR Missed: No	0.58
INC000000564494	Kayla Maxfield	Application	Error	Microsoft Windows 7		TIR Missed: No	0.22
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Resolved	TTR Missed: No	4.70
INC000000564502	Stephanie Bezyack	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564504	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564509	Tiffany Quintana	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000564524	Allyson Dopp	None	None	Microsoft PowerPoint	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564529	Susan Steffee	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564535	Gaye Luker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564540	Matthew Hadley	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564541	Tom Sullivan	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564546	Allyson Dopp	Application	Error	Microsoft PowerPoint	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564547	Patricia Hurley	Telecom	Dial Tone	Telephone	TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Closed	TTR Missed: No	0.14
INC000000564548	Kay Layton	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564556	Joe Taylor	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564566	Arnell Wamsley	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564567	Joe Taylor	Application	None	Novell GroupWise	TIR Missed: No	0.90
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	1.37
INC000000564568	Arnell Wamsley	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564572	Leslee Butterfield	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564578	Sione Moala	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564588	Rod Barney	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564593	Susan U Green	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564613	Kristy Barton	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000564614	Timaree Crandell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564622	Brandi Duke	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564623	Julia Kolovich	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564624	Sheri M Morris	Application	Password	Citrix ICA Client	TIR Missed: No	0.30
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000564626	theressa bridges	Network	Incident	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564630	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564631	Olga Cordero	Telecom	Feature	Telephone	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564644	Julie Craner	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564649	Desiree Steadman	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564651	Julie Craner	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564661	Judy Hafen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564663	Connie Steadman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564673	Elizabeth Sollis	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564684	Phillip Clark	Network	Password	None	TIR Missed: No	0.00
Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564686	Jhonmar Bautista	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564697	Ramon Jimenez	Telecom	None	None	TIR Missed: No	0.29
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.50
INC000000564702	Nick Rasmussen	None	None	None	TIR Missed: No	0.00
Application Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000564722	Amy Lewis	None	None	None		TIR Missed: Yes	2.42
	Fleet Administration	Amanda Ronan	Human Services	Low	Closed	TTR Missed: No	2.43
INC000000564756	Amber Bosh	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564759	Michael C Shelley	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564762	Julie James	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000564767	Julie James	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564773	Sherry Sallee	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000564784	Benny Owen	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564789	John Cheney	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564796	Lori johnson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564810	Justina Flesher	Application	None	Citrix ICA Client		TIR Missed: No	0.34
	Enterprise Security	Sharon Smith	Human Services	Low	Closed	TTR Missed: No	3.04
INC000000564817	Linda Tripp	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564848	Verla Roach	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564852	Brent Perry	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564853	Alden Carroll	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564861	Jacci Yeager	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564866	Melissa Carter	Application	Password	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564868	Kelli Karpakis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000564871	Andrew Kinney	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564875	Kathy Tontlewicz	Application	Password	Medicaid Managed Care System	TIR Missed: No	0.14
	Metro B Help Desk	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	0.14
INC000000564876	Irma Romero	PC/Laptop	Hardware	None	TIR Missed: No	0.06
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.23
INC000000564880	Andrew Kinney	Application	None	Microsoft Windows XP Professional	TIR Missed: No	0.59
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.62
INC000000564882	Cyndi Cox	Telecom	Voice Mail	Telephone	TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Closed	TTR Missed: No	2.64
INC000000564886	John Lambert	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564892	Corrie Miera	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564893	Kelsi Andersen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564895	Melanie Rasmussen	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564907	Susan Lindberg	Network	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564914	Peggy Allen	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564916	Mark Petersen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564924	Vickie Jones	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	1.69
INC000000564925	Mark Petersen	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564927	Mary C Blackburn	Network	None	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000564930	Rita Brooks	None	None	None	TIR Missed: No	0.29
	Application Support - EFIND	Anhkim Le	Human Services	Low Closed	TTR Missed: No	0.29
INC000000564942	Ernest Cuatto	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000564945	Iris M Gomez	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000564946	Kym Wilson	None	None	SQL Manager for SQL Server Li		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000564948	Scott Abeyta	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000564965	Janis Widdison	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000564971	Curtis Giles	PC/Laptop	Performance	None		TIR Missed: No	0.67
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.67
INC000000564985	Tracy Zitting	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.20
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	1.78
INC000000565014	Toby Vlaanderen	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565017	Hope Bytheway	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565034	Esmeralda Malili	Application	None	Microsoft Windows 7		TIR Missed: No	0.09
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000565054	Fernando Lopez	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565056	Candice Winward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565059	David W Morris	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565079	Becky L Johnson	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565094	Emilee Moon	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565122	Kristin C Strong	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565126	Brad Tomlinson	Application	None	SAFE		TIR Missed: No	0.25
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.25
INC000000565128	Fernando Lopez	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.31

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INC000000565131	Jana Darling Metro B Desktop Support	Application Annice Valdez	None Human Services	Adobe Connect Low	Closed	TIR Missed: No TTR Missed: No	0.02 0.95
INC000000565134	Les Roberts Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.18 0.19
INC000000565135	Brad Tomlinson Help Desk	Network Julie VanBeekum	Performance Human Services	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565138	Peggy Major Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565140	Peggy Major Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	Paper Jam Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.07 0.76
INC000000565145	Mary Lou Warner Metro B Help Desk	Application Tyler Pearce	Error Human Services	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	0.27 0.27
INC000000565149	Camille Lafollette Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.22 0.37
INC000000565154	Rhonda Hill Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565171	Louann Hill Metro B Help Desk	Application Tyler Pearce	None Human Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.30 0.30
INC000000565180	David Solum Capitol Hosting	Server Mike Tyrrell	Error Human Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.56 1.56
INC000000565183	Brent Lambeth Help Desk	Network Julie VanBeekum	Performance Human Services	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565194	Nicole Nielsen Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.13 0.13
INC000000565196	Bryan Hyde Metro B Help Desk	None Tyler Pearce	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565215	Karin A Armstrong Rural Central Desktop Support	Application Jeremy Standifird	Error Human Services	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.88
INC000000565217	Fernando Lopez Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565235	Justina Flesher Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	0.60 0.76
INC000000565237	Kati Wheatley Voice Operations	None Romanza Hamblin Sorensen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.11 0.34

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INC000000565253	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565261	Angie Romero	Application	None	Computerized Unemployment B		TIR Missed: No	0.63
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.72
INC000000565262	Stephanie Higbee	None	None	Women, Infant, and Children N		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565270	Stephanie Rentmeister	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565274	Heber Tippetts	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565275	Iori roper	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565279	Dan Chatterton	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565289	Andreja Kennedy	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.02
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	1.03
INC000000565292	Dan Chatterton	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565310	Linda Bright	PC/Laptop	None	None		TIR Missed: No	0.20
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000565312	Nancy Nixon	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565313	Lisa Martinez	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565326	Tyler C Knudsen	Application	Password	Utah Master Directory		TIR Missed: No	0.04
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.48
INC000000565332	Angie Romero	Application	Error	Office of Recovery Services Inf		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565342	Summer Warden	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565382	Isileli Faletau	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565386	Jody Rushton-Porter	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000565388	Garry R Holbrook	Telecom	None	None		TIR Missed: Yes	1.49
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: No	4.60
INC000000565391	Jeff Symonds	None	None	None		TIR Missed: No	0.19
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	2.59
INC000000565410	Heather Wilson	None	None	None		TIR Missed: No	0.17
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000565432	Jody Rushton-Porter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565433	Alexandra Urban	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	
INC000000565443	Cyndi Cox	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565452	Sheila Shumway	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565466	Andreja Kennedy	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.61
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed: No	0.78
INC000000565490	Laureen Wilson	Application	None	Novell GroupWise		TIR Missed: No	0.16
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: N/A	
INC000000565493	Julie Blanchard	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565494	Georgeia Wood	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565496	Sheila Shumway	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565515	Erin Keranen	None	None	None		TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000565528	Vea Ofa	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565529	Valyn Pace	None	None	None		TIR Missed: No	0.18
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.36
INC000000565535	Tyler Fowlke	None	None	None		TIR Missed: No	0.42
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.42
INC000000565557	Edith Martinez	Application	None	Gmail		TIR Missed: No	0.78
	Capitol Hosting	Conn Peterson	Human Services	Low	Resolved	TTR Missed: Yes	10.95

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INC000000565559	Marla Mathisen	None	None	None		TIR Missed: No	0.11
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.22
INC000000565563	Janet Hongsyvilay	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565567	Janet Hongsyvilay	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565571	Janet Hongsyvilay	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565578	Janet Hongsyvilay	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565585	Nancy Newman	Application	Password	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565589	Nicole Christiansen	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565598	Becky Gallegos	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.48
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.48
INC000000565602	Mavis Stevenson	Application	None	Utah Statewide Immunization In		TIR Missed: No	0.18
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.27
INC000000565606	Rebekah Ramey	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565609	Robert Jowett	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565612	Linda Lee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565633	Susie Prince	Application	None	SAFE		TIR Missed: No	0.48
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.48
INC000000565635	Valene Young	Application	Error	SAFE		TIR Missed: Yes	1.45
	Rural South Desktop Support	Lane Adams	Human Services	Low	Resolved	TTR Missed: No	1.61
INC000000565637	Faye Pilcher	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565649	Reynaldo Medellin	PC/Laptop	None	None		TIR Missed: No	0.09
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	5.77
INC000000565657	Rickey Brown	Application	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000565663	Brion Terry	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000565676	Amanda Hemingway	PC/Laptop	Performance	None	TIR Missed: No	0.14
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low Resolved	TTR Missed: No	0.14
INC000000565680	Amanda Steffon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000565681	Stephen Shafer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000565690	Kyle Hillyard	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.16
	Application Services	Dustin Crump	Human Services	Low Resolved	TTR Missed: No	0.29
INC000000565691	Devin Edwards	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000565695	Martin Roundy	PC/Laptop	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low Resolved	TTR Missed: No	1.01
INC000000565696	Kaylana Lloyd	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000565698	Kari Bennett	Application	Error	Microsoft Office	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low Resolved	TTR Missed: No	1.01
INC000000565699	Amy Hutchinson	Application	Error	Microsoft Office	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low Resolved	TTR Missed: No	0.99
INC000000565701	Janet Hongsyvilay	Application	None	Novell GroupWise	TIR Missed: No	0.22
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.24
INC000000565703	Janet Hongsyvilay	Application	None	Novell GroupWise	TIR Missed: No	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.17
INC000000565706	Kimberly Cox	Application	Error	SAFE	TIR Missed: No	0.18
	Metro B Help Desk	Tyler Pearce	Human Services	Low Resolved	TTR Missed: No	0.18
INC000000565707	Sarah Houser	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000565708	Janet Hongsyvilay	Application	None	Novell GroupWise	TIR Missed: No	0.14
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.20
INC000000565714	Janet Hongsyvilay	Application	None	Novell GroupWise	TIR Missed: No	0.04
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.81
INC000000565716	Palmer Depaulis	None	None	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000565718	Janet Hongsyvilay Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.04 0.05
INC000000565724	David W Morris Help Desk	Network Brenda Treadway	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000565740	Janet Hongsyvilay Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.11 0.15
INC000000565759	Kimberly Bartlett Metro B Help Desk	PC/Laptop Tyler Pearce	Error Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.03 0.03
INC000000565760	Renee Van Tussenbrook Rural North Desktop Support	Network Ryan Casey	Password Human Services	Novell eDirectory Low	TIR Missed: No Resolved TTR Missed: No	0.22 0.64
INC000000565762	Susannah Holden Metro B Desktop Support	PC/Laptop Sean Chadbourne	Performance Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.25 0.25
INC000000565764	Tammy Scarbrough Help Desk	Application Julie VanBeekum	Password Human Services	Novell eDirectory Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000565766	Susannah Holden Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	0.04 0.55
INC000000565773	Kimberly Bartlett Rural Central Desktop Support	Application Troy Morris	Error Human Services	SAFE Low	TIR Missed: No Resolved TTR Missed: No	0.86 0.86
INC000000565779	Susan Dalpiaz Strategic Communications	EIS Hardware Luis Larios	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.23 1.60
INC000000565782	Liz Wing Metro B Help Desk	Application Val Shepherd	None Human Services	eFIND/eSHARE Low	TIR Missed: No Resolved TTR Missed: No	0.05 0.09
INC000000565784	Les Roberts Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.03
INC000000565791	Ashlee Dennett Metro B Help Desk	None Tyler Pearce	None Human Services	SAFE Low	TIR Missed: No Resolved TTR Missed: No	0.41 0.41
INC000000565792	Tom Dunford Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.07
INC000000565803	Melinda Tippetts Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000565804	Mary C Blackburn Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000565814	Barnel Fail Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

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INC000000565815	Trina Dickinson Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000565818	Allen Randall Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000565819	Teresa Taintor Metro B Help Desk	Application Tyler Pearce	Error Human Services	SAFE Low	TIR Missed: No Resolved TTR Missed: No	0.31 0.31
INC000000565825	Donna Leighton Metro B Desktop Support	PC/Laptop Anthony Booyse	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.28 1.26
INC000000565831	Jaime Welch Help Desk	Application Vicky Marrelli	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000565839	Kimberly Bartlett Metro B Help Desk	None Tyler Pearce	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000565847	Heather Kline Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000565852	Deena Ott Metro B Desktop Support	Application Sean Chadbourne	None Human Services	CapNet Low	TIR Missed: No Resolved TTR Missed: No	0.53 2.18
INC000000565853	Kathie Lilienquist Metro B Help Desk	None Tyler Pearce	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000565860	Amanda Hornsby Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000565861	Milton Gale Application Services	Application Martin Gonzalez	Error Human Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	1.00 1.55
INC000000565862	Janene Parry Metro B Help Desk	Network Gary Graham	None Human Services	None Low	TIR Missed: Yes Resolved TTR Missed: No	1.10 1.21
INC000000565864	Melanie Rasmussen Metro B Desktop Support	None Annice Valdez	None Human Services	Office of Recovery Services Infoc Low	TIR Missed: Yes Resolved TTR Missed: No	1.45 2.31
INC000000565870	Tammy Knight Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000565871	Robert Jowett Metro B Desktop Support	None Annice Valdez	None Human Services	eFIND/eSHARE Low	TIR Missed: No Resolved TTR Missed: No	0.11 0.61
INC000000565873	Denise Cable Operations Production Control	None Christie Burnham	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000565880	A Sue Taylor Metro C Help Desk	None Reed Stohel	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

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Human Services

INC000000565882	Kris Allen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565886	Krista Jaramillo	Application	Error	SAFE		TIR Missed: No	0.61
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	1.09
INC000000565891	Mark Osenbach	None	None	None		TIR Missed: No	0.19
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	2.01
INC000000565905	Jhony Astuhuaman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565911	Amanda Hornsby	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565919	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565924	Jessica Gallegos	PC/Laptop	Hardware	None		TIR Missed: No	0.20
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.94
INC000000565927	Jessica Jonas	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565929	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565934	Valerie Lowery	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000565969	Trudy Decantu	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Resolved	TTR Missed: No	3.56
INC000000565970	Christie R Olsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Resolved	TTR Missed: No	3.54
INC000000566008	Jackie Knight	Application	Password	RSA SecurID Software Token		TIR Missed: No	0.83
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.83
INC000000566010	Violet Secrest	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566013	Melissa Foulger	Application	Password	Citrix ICA Client		TIR Missed: No	0.34
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.34
INC000000566025	Dan Chatterton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566034	Kimberly Morgan	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00

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Human Services

INC000000566045	jill hill	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566047	Suzanne West	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566048	Shandi Child	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566063	Gina Thomas	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000566071	Chris Hoffman	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566078	Chris Hoffman	None	None	None		TIR Missed: No	0.02
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.49
INC000000566082	Tiffany Quintana	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566090	Vickie Jones	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566091	Vickie Jones	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.05
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000566094	Nicole Laub	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566114	Jill Merritt	PC/Laptop	Error	None		TIR Missed: No	0.92
	Rural North Desktop Support	Rodney Peterson	Human Services	Low	Resolved	TTR Missed: No	0.92
INC000000566115	Melinda Tippetts	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566139	Megan Rasmussen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566143	Ella Lopez	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.49
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	1.61
INC000000566168	Rebel Smith	Application	Error	BlueZone		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566169	Rebel Smith	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566199	Vea Ofa	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000566201	Brent Tucker	Application	None	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566210	Victoria Young	None	None	None	TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566222	Justina Flesher	None	None	None	TIR Missed: Yes	1.36
	Application Services	Tony Larsen	Human Services	Low Resolved	TTR Missed: No	4.81
INC000000566231	Kimberly Morgan	Application	None	Novell Messenger	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566242	Susan Johnson	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566245	Pamela Hadden	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566247	Ramon Jimenez	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566251	Nicole Christiansen	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.01
INC000000566267	Angela Hansen	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566275	Kyle Harris	Application	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566281	Martin Roundy	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566288	Douglas Benson	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566289	Kim A Gardner	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566294	Cindy S Clark	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566301	Steven J Sorensen	None	None	None	TIR Missed: No	0.06
	Metro B Desktop Support	Austin Farey	Human Services	Low Resolved	TTR Missed: No	0.06
INC000000566308	Marilyn Petty	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566309	James Piper	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000566310	Julie Craner Metro B Help Desk	None Tyler Pearce	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000566315	Kristy Bate Voice Operations	Telecom Romanza Hamblin Sorensen	None Human Services	telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.09 0.25
INC000000566321	Joan Charter Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566326	Carmen Negron Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566331	Valene Young Metro B Help Desk	None Tyler Pearce	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566339	Bradford Thomas Rural Central Desktop Support	Application Robert Case	None Human Services	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.29
INC000000566343	Taunica Crump Help Desk	Network Julie VanBeekum	Password Human Services	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566344	Lisa Hood Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566347	John Peden Metro B Help Desk	None Tyler Pearce	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566364	Amanda Brough Rural North Desktop Support	PC/Laptop Ruston McKay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.64 0.64
INC000000566371	Wendy Schwartz Metro B Help Desk	None Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.62 0.62
INC000000566382	Kristy Quintana Rural North Desktop Support	None Ryan Casey	None Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	0.42 0.42
INC000000566383	Mark Osenbach Metro B Help Desk	None Gary Graham	None Human Services	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000566398	Brian D Nelson Metro B Desktop Support	None Austin Farey	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.04 0.04
INC000000566426	Tina Myers Metro C Help Desk	Network Reed Stohel	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566458	Greg Daniels Metro B Help Desk	None Tyler Pearce	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000566470	Andrew Butcher Metro B Help Desk	None Gary Graham	None Human Services	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000566479	Brandi Duke	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566480	Kathy Wilcox	None	None	None		TIR Missed: No	0.02
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.77
INC000000566500	Brett Mortensen	PC/Laptop	Performance	None		TIR Missed: Yes	1.12
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	2.47
INC000000566504	Jill Richan	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566517	Pam Smith	Network	Password	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566528	Kritsana Imvitaya	Application	None	Medicaid Managed Care System		TIR Missed: No	0.74
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.98
INC000000566529	Justina Flesher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566532	Joseph Leiker	None	None	SAFE		TIR Missed: No	0.44
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.44
INC000000566535	julie clark	None	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000566545	Iris M Gomez	None	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	0.64
INC000000566561	Frank Rees	None	None	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	5.61
INC000000566588	Lisa Hurlbert	None	None	Utah Cares		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Human Services	Low	Resolved	TTR Missed: No	0.58
INC000000566625	Aubrey Myers	None	None	None		TIR Missed: No	0.21
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000566633	Regena Bonner	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Resolved	TTR Missed: No	0.13
INC000000566664	Kay Layton	None	None	None		TIR Missed: No	0.17
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.45
INC000000566688	Ericka Turner	Telecom	None	None		TIR Missed: No	0.11
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	4.68
INC000000566694	Jaime Welch	Telecom	Voice Mail	Telephone		TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.96

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INC000000566710	Mary Ann Peterson	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.04
INC000000566716	Justina Flesher	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566743	Cody McBride	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566746	Misty Bringham	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.81
	Metro B Help Desk	Tyler Pearce	Human Services	Low Resolved	TTR Missed: No	0.81
INC000000566748	Catherine Taylor	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566753	Tammy W Harris	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566756	Tami Edwards	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566764	Danette Faretta-Brady	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.13
	Application Services	Dustin Crump	Human Services	Low Resolved	TTR Missed: No	1.20
INC000000566784	Laree Bybee	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566787	Jamie Babbel	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566794	Justina Flesher	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566798	Brianna Jones	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566837	Stephanie Stuart	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000566839	Jennifer McCourt	Application	Error	Citrix ICA Client	TIR Missed: No	0.92
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.92
INC000000566850	Maciel Perea	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.20
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.36
INC000000566853	Ericka Turner	Telecom	None	Telephone	TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Resolved	TTR Missed: No	0.49
INC000000566856	Lani Busk	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000566857	Brett Mortensen	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	
INC000000566858	Pam Nacario	Telecom	Hardware	Telephone	TIR Missed: No	0.04
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.63
INC000000566861	Tamra Johnson	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566875	Sandra Sanduk	Application	Reporting	Internet Explorer	TIR Missed: No	0.24
Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000566898	Ken Stevens	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566901	Dixie Quarnberg	Application	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566912	Gaylene Thomas	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566919	Carmen K Lloyd	None	None	None	TIR Missed: No	0.17
Metro B Desktop Support	Austin Farey	Human Services	Low	Resolved	TTR Missed: No	0.17
INC000000566926	Raitos Archuleta	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566928	Laurie Vigil	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566930	Phil Mendelson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566951	Brett Mortensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566957	Jody Rushton-Porter	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000566981	Tiffani Valentine	Application	Password	BlueZone	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567035	collen Smith	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567037	Marsha Taylor	None	None	None	TIR Missed: No	0.00
Metro B Hosting	Justin Rasmussen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567061	Delayne Heinhold	None	None	None	TIR Missed: No	0.32
Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.32

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INC000000567062	Delayne Heinhold	None	None	None		TIR Missed: No	0.35
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.35
INC000000567095	Laree Bybee	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567101	Kristi Elmer	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567107	Kari Spigarelli	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567122	Misty Bringham	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567161	Sandra Reyes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567164	April Graham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567167	Theresa Richardson	PC/Laptop	None	None		TIR Missed: No	0.28
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000567170	Jackie Southwick	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567180	Carol Black	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567181	Mark Osenbach	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567193	Ashley Barton	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567212	Martin Roundy	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	5.97
INC000000567215	Kati Wheatley	None	None	None		TIR Missed: No	0.07
	Voice Operations	Kelly Johnson	Human Services	Low	Resolved	TTR Missed: No	0.80
INC000000567236	Tamera Weis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567239	Sherri Hernandez	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000567257	Kalolaine Sekona	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00

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Human Services

INC000000567258	Rick Birrell	Network	None	None		TIR Missed: No	0.31
Capitol Hosting	Kyle Burkhardt	Human Services	Low	Resolved	TTR Missed: No	0.31	
INC000000567263	Steve Brown	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00	
INC000000567266	Jana Young	Network	Password	IManager		TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved	TTR Missed: No	0.00	
INC000000567269	Wendy Schwartz	None	None	None		TIR Missed: No	0.73
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.73	
INC000000567272	Marcie Valenzuela	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	1.28	
INC000000567277	Esmeralda Malili	None	None	SAFE		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No		
INC000000567293	Susan Llewellyn	None	None	Java Media Framework		TIR Missed: No	0.98
Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	1.17	
INC000000567301	David Melville	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00	
INC000000567307	Mary Wilder	Application	Error	Citrix ICA Client		TIR Missed: No	0.83
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.83	
INC000000567316	Corinne Harryman	Application	Password	eFIND/eSHARE		TIR Missed: No	0.76
Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.76	
INC000000567320	Colleen Cook	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00	
INC000000567321	Barbara Toler	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00	
INC000000567323	Vickie Jones	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00	
INC000000567326	Pauletta Worthen	Application	Error	M86		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00	
INC000000567343	Amanda Hornsby	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00	
INC000000567350	April Conti	PC/Laptop	None	None		TIR Missed: No	0.04
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.04	
INC000000567367	Judy Robertson	PC/Laptop	Performance	Microsoft Windows 7		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	4.25	

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INC000000567369	Leslie Sharaf	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567374	Chandler Menteeer	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567403	Don Moss	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567409	Steve Elam	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567421	Lisa Martinez	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567439	Vicky Westmoreland	Application	None	Microsoft Word		TIR Missed: No	0.02
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000567454	Amanda Hornsby	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567461	Tammy Nuttall	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567464	Vickie Nelson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.59
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.74
INC000000567476	Donelle Clements	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567484	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567515	Marc Steed	Application	None	Gmail		TIR Missed: No	0.46
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	2.48
INC000000567518	Darren Burdette	Application	None	SAFE		TIR Missed: No	0.10
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.32
INC000000567531	Shannon Weber	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567547	Justin Robb	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567548	Tina Lloyd	Network	Incident	None		TIR Missed: No	0.01
	Metro A Help Desk	Ed Conrad	Human Services	Low	Resolved	TTR Missed: No	3.32
INC000000567550	Kris Hansen	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.35
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.41

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INC000000567564	Cami Quinto	PC/Laptop	None	None		TIR Missed: No	0.13
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.13
INC000000567573	Pam Smith	PC/Laptop	Performance	None		TIR Missed: No	0.04
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000567593	Justina Flesher	None	None	None		TIR Missed: No	0.55
	Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed: No	1.94
INC000000567600	Shawna Peterson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.08
INC000000567620	Laureen Wilson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.22
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: N/A	
INC000000567629	Tricia Jones-Parkin	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567634	Cara Durfee	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	
INC000000567638	Sharon Curiel	Application	None	IPCC Express		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567657	Janis Widdison	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	
INC000000567712	Lory Pond	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567716	Joe Padilla	None	None	None		TIR Missed: No	0.23
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000567721	Julie Craner	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567724	Jody Eby	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567731	Julie Craner	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	
INC000000567771	Debra Briggs	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.51
INC000000567781	Cheryl Sorensen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567827	Marsha Taylor	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000567843	Bonnie Marquez Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000567844	Traci Wilde Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000567848	Jo-Ann Holtgrefe Metro B Desktop Support	Network Peter Musser	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.24
INC000000567850	Bonnie Marquez Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000567851	Traci Wilde Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000567870	Deann Taylor Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000567876	Janet Culpepper Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000567877	Scott Weight Metro B Help Desk	None Gary Graham	None Human Services	PGP Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000567879	Teresa Flores Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000567883	Corrie Miera Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000567887	Scott Weight Help Desk	Application Brenda Treadway	Password Human Services	PGP Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000567891	Kristy Bate Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Human Services	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.07 0.53
INC000000567904	Charlotte Vincent Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000567909	Jody Eby Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000567926	Charlotte Vincent Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000567938	Patty Reed Metro B Help Desk	Application Val Shepherd	Error Human Services	Unified Social Services Delivery Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000567963	Christina Humpherys Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

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INC000000567971	Julie U Gibson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567973	Kimia Prince	None	None	None		TIR Missed: No	0.21
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	2.43
INC000000567975	Connie R Frandsen	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567976	Keith Brown	None	None	None		TIR Missed: No	0.29
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.29
INC000000567980	Lisa D Evans	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	
INC000000567981	Rachel Beecher	None	None	None		TIR Missed: No	0.58
	Mainframe Systems Support	Lester Aoki	Human Services	Medium	Resolved	TTR Missed: No	1.55
INC000000567986	Cristy Davis	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567987	Kyle Harris	Application	Reporting	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000567997	Jana Dickson	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568000	Justina Flesher	Network	None	Novell ConsoleOne		TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.27
INC000000568004	Karen Ekker	Application	None	Novell GroupWise		TIR Missed: No	0.10
	Application Services	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: No	2.18
INC000000568011	Beverly Clark	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	
INC000000568015	Ruth Taylor	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568027	Carrie Worthen	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568031	Alicia Norris	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568035	Amy Gibbs	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.03
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.62
INC000000568040	Cynthia Aposhian	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000568049	Calleen Chivers Metro B Help Desk	None Gary Graham	None Human Services	pgp Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568062	Elaine Maltby Voice/Data/WAN Services	Telecom Greg Blessing	Dial Tone Human Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.47 0.47
INC000000568071	Iris M Gomez Metro B Help Desk	Application Tyler Pearce	None Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.32 0.32
INC000000568080	Alicia Norris Rural Central Desktop Support	None Jeremy Standifird	None Human Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	6.39 6.58
INC000000568100	Melissa Putnam Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.59
INC000000568102	Justina Flesher Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: No	1.15 1.35
INC000000568107	Valarie Johnson Metro B Help Desk	None Gary Graham	None Human Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568109	Lynn Parkin Metro B Help Desk	None Gary Graham	None Human Services	Cisco AnyConnect VPN Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.14
INC000000568123	Megan M Smith Metro C Help Desk	Application Reed Stohel	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568126	Tammie Godfrey Metro B Help Desk	Application Tyler Pearce	None Human Services	Medicaid Managed Care System Low	Resolved	TIR Missed: No TTR Missed: No	0.15 0.15
INC000000568133	Jillian Hill Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.51 0.78
INC000000568136	Celeste Moreno Help Desk	Network Eileen Dubach	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568145	Mary Durfee Metro B Help Desk	None Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568148	Jillian Hill Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568149	Rodney Braithwaite Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568154	Lory Pond Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568156	Pam Lee Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.05

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INC000000568165	Pam Lee	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568168	Marcie Valenzuela	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568174	Jennifer Wagoner	Application	None	Citrix ICA Client		TIR Missed: No	0.05
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.51
INC000000568190	Kathy Tollett	Application	None	Citrix ICA Client		TIR Missed: No	0.01
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000568193	Dan Barrett	None	None	None		TIR Missed: No	0.60
	Network Operations	Michael Ostrander	Human Services	Low	Resolved	TTR Missed: No	1.19
INC000000568198	Arnell Wamsley	Application	None	ZENworks for Desktops		TIR Missed: No	0.12
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000568243	Delilah Thomas	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568250	Shirley Bleazard	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568259	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.34
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.44
INC000000568261	Nancy Barowski	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568270	Noela Karza	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.11
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	0.42
INC000000568288	Randi Bigler	PC/Laptop	None	None		TIR Missed: Yes	1.35
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	1.35
INC000000568294	Pat Dalton	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.26
INC000000568299	Sandy Gibson	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568309	Debra Briggs	Application	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.30
INC000000568312	Ramon Jimenez	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.70
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.36
INC000000568324	Maria Bulloch	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00

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Human Services

INC000000568329	Megan K Smith	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568339	Penny Weiss	Application	None	Novell GroupWise	TIR Missed: No	0.09
Application Services	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: Yes	23.80
INC000000568376	Dorthea Miles	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568377	Janet E Campbell	Application	Error	None	TIR Missed: No	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568401	Cheri Wright	PC/Laptop	Password	None	TIR Missed: No	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568408	Michelle Rawlinson	PC/Laptop	Password	None	TIR Missed: No	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568409	John Grotegut	PC/Laptop	Password	None	TIR Missed: No	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568439	Angel Makishi	None	None	None	TIR Missed: No	0.00
Application Services	Bill Felt	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568469	Lori Johnson	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568487	Sherry Tenney	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568488	Shelley Robison	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568494	Cristy Davis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568508	Calleen Chivers	Application	Password	eFIND/eSHARE	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568512	Becky Gallegos	Application	Error	None	TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000568535	Rashelle Butcher	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	3.05
INC000000568549	Deborah Sirles	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568558	Patty Phillips	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000568568	Jessica Gallegos	Application	None	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000568570	Edith Martinez	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.51
INC000000568578	Corinne Harryman	Application	Password	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000568599	Robert Downing	Application	None	Contract Approval Payment Sys	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000568606	Francis Mateaki	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000568608	Janet Culpepper	Application	Error	Content Manager	TIR Missed: Yes	4.76
	ORS Content Manager	Dan Barrett	Human Services	Low Closed	TTR Missed: No	5.68
INC000000568610	Julene Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000568613	Mario Ramos	None	None	ZENworks for Desktops	TIR Missed: Yes	16.87
	Metro B Desktop Support	Tyler Pearce	Human Services	Medium Resolved	TTR Missed: Yes	16.87
INC000000568614	Julene Jones	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000568615	Lisa Martinez	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Resolved	TTR Missed: No	4.23
INC000000568632	Tara Lewis	PC/Laptop	Hardware	None	TIR Missed: No	0.42
	Metro B Desktop Support	Jay Locker	Human Services	Low Resolved	TTR Missed: No	0.42
INC000000568640	Sharla Bayles	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000568654	Joni Stone	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.83
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	0.83
INC000000568667	Trisha Haslam	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low Resolved	TTR Missed: No	0.49
INC000000568678	Lisa Martinez	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000568700	Britani Liska	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000568710	Judy Hull	Application	Password	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000568728	Lindsay Mckinnon Rural Central Desktop Support	Network Robert Case	Performance Human Services	None Low		TIR Missed: No TTR Missed: No	0.59 1.31
INC000000568736	Kristy Bate Voice Operations	Telecom Romanza Hamblin Sorensen	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.10 0.55
INC000000568766	Christina Humpherys Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568776	Judy Hammer Help Desk	Application Vicky Marrelli	Reporting Human Services	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568789	Judy Maynard Voice Operations	Telecom Romanza Hamblin Sorensen	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.68 0.68
INC000000568797	Maggie Noyes Metro C Desktop Support	PC/Laptop Ed Radke	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	0.04 14.38
INC000000568800	Komasquin Iopez Metro B Desktop Support	None Sean Chadbourne	None Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	0.61 0.61
INC000000568803	Zeljka Borro Metro C Help Desk	Application Reed Stohel	Password Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568806	Jordan Anderson Metro B Help Desk	Application Val Shepherd	None Human Services	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568807	Alexandra Urban Metro B Desktop Support	Network Jay Locker	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: N/A	0.00
INC000000568808	Charlotte Vincent Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Human Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.53 0.76
INC000000568811	Doug Spencer Metro B Help Desk	Application Tyler Pearce	None Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.07
INC000000568820	Jackie Languet Application Services	None Chad D Fowers	None Human Services	ZENworks for Desktops Medium	Resolved	TIR Missed: No TTR Missed: Yes	0.00 14.47
INC000000568828	Ken Matheson Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	0.20 0.20
INC000000568830	Penny Rice Metro B Help Desk	None Tyler Pearce	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568840	Judy Maynard Help Desk	Application Julie VanBeekum	Password Human Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568846	Ivana Meandzija Metro B Help Desk	Application Val Shepherd	None Human Services	Contract Approval Payment Sys Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000568858	Janet Hongsyvilay Metro B Help Desk	Mainframe Gary Graham	Password Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.04 0.04
INC000000568859	Lory Pond Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568865	Cassiopeia Bailey Rural South Desktop Support	Application Lane Adams	None Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	0.03 0.85
INC000000568867	Matthew Andreasen Metro B Desktop Support	Network Annice Valdez	Incident Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.20 0.33
INC000000568872	Kathy Wilcox Application Services	Application Terry Forsgren	None Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.11 0.11
INC000000568873	Travis Kelly Rural Central Desktop Support	Application Jay Barfuss	SSL Certificate Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568874	Chris Morton Application Services	Application Terry Forsgren	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.13 0.13
INC000000568876	Colleen Berrett Metro B Help Desk	None Tyler Pearce	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568877	Janis Widdison Metro B Help Desk	None Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.23
INC000000568880	Rebecca Collier Metro B Help Desk	None Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568887	Jill Hipwell Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.14 0.14
INC000000568905	Carmen K Lloyd Campus Networking	Wireless Connectivity Robert Ryan	Performance Human Services	CapNet Low	Resolved	TIR Missed: No TTR Missed: No	0.09 1.27
INC000000568908	Kimberly Saxton Metro B Help Desk	Network Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.41 0.41
INC000000568923	Jillian Hill Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.21 0.30
INC000000568929	Tom Payne Help Desk	Application Eileen Dubach	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568940	Karen C Andersen Metro B Help Desk	Mainframe Gary Graham	Password Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568949	Stephanie Hovat Metro C Help Desk	Mainframe Reed Stohel	Password Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000568957	Christopher Pappas	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568974	Marie Rodriguez	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568986	Rebecca Monsen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000568990	Darren Burdette	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569008	Jessica Gallegos	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annicc Valdez	Human Services	Low	Resolved	TTR Missed: No	0.31
INC000000569010	Salvador Mendez	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569027	Angela Spencer	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569032	Christine Peasley	Telecom	Voice Mail	Telephone		TIR Missed: No	0.65
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	1.17
INC000000569037	Shauna Iverson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569040	peter smith	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.39
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: No	1.46
INC000000569041	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.23
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.25
INC000000569052	Natalie Holt	None	None	ZENworks for Desktops		TIR Missed: No	0.34
	Rural South Desktop Support	Cheri Oldham	Human Services	Low	Resolved	TTR Missed: No	0.34
INC000000569061	Kenneth Fambrough	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569065	Laura Carlson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569067	Cassandra Daley	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569069	Marta Bitton	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569075	Ililian gilbert	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000569076	Alan R Misbach Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000569098	Linda Bright Rural North Desktop Support	Application Ruston McKay	Error Human Services	Microsoft Access Low	TIR Missed: Yes Resolved TTR Missed: No	1.75 1.75
INC000000569108	Connie R Frandsen Metro B Desktop Support	PC/Laptop Annice Valdez	Performance Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.20 0.28
INC000000569116	Joann Murphy Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Queue Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000569118	Ericka Turner Voice Operations	Telecom Romanza Hamblin Sorensen	Area Code Human Services	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.28 0.38
INC000000569124	Marcie Valenzuela Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000569139	Jennifer Wagoner Metro B Help Desk	Application Gary Graham	None Human Services	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	0.11 0.17
INC000000569143	Giannina Fuentes Metro B Help Desk	Application Gary Graham	Error Human Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.15 0.17
INC000000569144	monica mendoza Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000569145	Spencer Hall Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.14 0.21
INC000000569154	Tammy Samaniego Metro B Help Desk	Application Gary Graham	Password Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000569159	Kay Layton Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Queue Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000569174	Jan Hayes Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	TIR Missed: No Resolved TTR Missed: No	0.10 0.10
INC000000569176	Szudia Bragg Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.61
INC000000569210	Beth Greenleaf Help Desk	Application Julie VanBeekum	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000569240	Eliza Wochnik Rural Central Desktop Support	PC/Laptop Gerald Adams	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000569267	Les Roberts Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

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INC000000569294	Cindy Lowe	PC/Laptop	Error	Financial Information Network	TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000569308	LaDawn Teuscher	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000569313	Krista Murphy	Application	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000569317	Lori Herbert	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000569327	Steve Jay	None	None	IPCC Express	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.03
INC000000569329	Paula Lamb	None	None	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000569333	April Conti	Application	Password	eFIND/eSHARE	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000569335	Rick H Hansen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000569336	Dan Chatterton	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000569339	Beth Greenleaf	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000569344	Julie Blundell	Application	Error	SAFE	TIR Missed: No	0.57
	Rural North Desktop Support	Ryan Casey	Human Services	Low Resolved	TTR Missed: No	1.87
INC000000569348	Sandy Baxter	Network	Incident	None	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Resolved	TTR Missed: No	0.57
INC000000569350	Lisa Bennett	Network	None	None	TIR Missed: Yes	1.19
	Rural North Desktop Support	Ryan Casey	Human Services	Low Resolved	TTR Missed: No	1.19
INC000000569357	Jackie Languet	None	None	ZENworks for Desktops	TIR Missed: No	0.08
	Metro B Desktop Support	Peter Musser	Human Services	Low Resolved	TTR Missed: No	3.83
INC000000569368	Maria Justice	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: Yes	1.41
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	1.44
INC000000569378	Timaree Crandell	PC/Laptop	Error	None	TIR Missed: Yes	1.12
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: Yes	7.79
INC000000569382	Julie U Gibson	Application	Password	eFIND/eSHARE	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low Resolved	TTR Missed: No	1.38

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INC000000569396	John Wilson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569405	Dan Chatterton	Application	Password	Citrix ICA Client		TIR Missed: No	0.35
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000569414	Joanne Smuin	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569418	Marta Bitton	None	None	None		TIR Missed: No	0.70
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	4.63
INC000000569424	Bart Mason	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569425	Tina Humphrey	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569427	Genie Kebelis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569439	Kimberly Bartlett	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569440	Troy Mattinson	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569446	Mike P Conn	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569461	Jillian Hill	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.11
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	1.87
INC000000569463	Lindsay Mckinnon	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000569467	Carrie Raulston	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569470	Lisa Bruno	Mobile Devices	None	Droid		TIR Missed: No	0.07
	Help Desk	Sarah Johnson	Human Services	Low	Resolved	TTR Missed: No	3.82
INC000000569475	Rodney Brown	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569476	Kristy Quintana	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569480	Lori Stybe	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000569482	Jessica Artz	Application	Error	SAFE		TIR Missed: Yes	1.34
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	1.34
INC000000569485	Szudia Bragg	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569495	Annette Perkins	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569511	Jill Rainey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569529	Dana Guertin	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.27
INC000000569530	Jenell Effinger	Telecom	Voice Mail	Telephone		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	1.02
INC000000569534	Janice Oswald	Application	None	Google Chrome		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	1.82
INC000000569542	Szudia Bragg	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569572	Mark Robertson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569576	Mark Robertson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569577	Mark Robertson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569580	Katie Jensen	PC/Laptop	Performance	None		TIR Missed: Yes	1.19
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.19
INC000000569586	Sandra Reed	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569593	Mike Hebdon	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569594	Corrie Miera	None	None	None		TIR Missed: No	0.51
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.82
INC000000569602	Chris Lerwill	Server	None	None		TIR Missed: No	0.10
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000569631	Corrie Miera	None	None	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000569634	Tina Humphrey Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569636	Skyler Ellen ORS Content Manager	None Pam Lee	None Human Services	Content Manager Low	Closed	TIR Missed: Yes TTR Missed: No	2.00 2.00
INC000000569639	Nancy Newman ORS Content Manager	None Pam Lee	None Human Services	Content Manager Low	Closed	TIR Missed: Yes TTR Missed: No	1.98 2.43
INC000000569646	Lucy Aragon ORS Content Manager	Application Pam Lee	Password Human Services	Content Manager Low	Closed	TIR Missed: Yes TTR Missed: No	2.60 2.60
INC000000569647	Marne Bowden Metro C Help Desk	Application Reed Stohel	Password Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569652	Spencer Hall Rural Central Desktop Support	Network John Donaldson	None Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.70 1.22
INC000000569665	William Henderson Help Desk	Application Julie VanBeekum	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569684	Linda Manning Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569698	Keith Brown Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569707	Linda Bright Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569708	Rick Cobia Help Desk	Application Brenda Treadway	Error Human Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569715	Amanda Alkema Metro B Help Desk	None Gary Graham	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569720	Susan Musser Application Support - USIS	None JC Alexander	None Human Services	Utah Statewide Immunization In Low	Resolved	TIR Missed: No TTR Missed: No	0.00 2.09
INC000000569759	Brittany Slaughter Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569760	Barbara Wolfe Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569784	Gregory Conway Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569785	Monica Fisher Metro B Help Desk	None Gary Graham	None Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000569854	Jamie Brooks	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000569871	Celeste LaBorde	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569891	Penny Weiss	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569900	Paula Lamb	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569923	Angie Van Drimmelen	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569927	Luanne Endres	Telecom	Voice Mail	Telephone		TIR Missed: No	0.23
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	1.34
INC000000569931	Jeffie Stones	Application	Password	Utah Master Directory		TIR Missed: No	0.23
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000569979	Jolene Durrant	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569981	Alexandra Urban	Application	None	Novell GroupWise		TIR Missed: No	0.20
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000569988	Monica Kitchens	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569990	Karen Andersen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000569994	Paul Gardner	PC/Laptop	None	None		TIR Missed: No	0.22
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.22
INC000000570030	Paul Gehrke	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570035	Allen De graw	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570038	Bruce Taylor	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570049	Skyla Allen	None	None	None		TIR Missed: Yes	1.13
	ORS Content Manager	Pam Lee	Human Services	Low	Closed	TTR Missed: No	1.13
INC000000570061	Susan Musser	Network	Error	None		TIR Missed: No	0.60
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.60

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INC000000570065	Bill Boyle	Application	Error	Microsoft Word		TIR Missed: No	0.54
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.54
INC000000570067	Stephanie Higbee	Network	Incident	None		TIR Missed: No	0.54
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.76
INC000000570076	La Ree Howard	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570080	Bill Boyle	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Hosting	Paul Engberson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570089	Pam Smith	PC/Laptop	None	None		TIR Missed: No	0.31
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Resolved	TTR Missed: No	0.31
INC000000570091	Liz Wing	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570125	Peggy Major	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570131	Ralph Colosimo	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570137	Diana Sherman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570144	Dianne Garcia	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570153	April Graham	Server	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570156	Polly Colbert	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570163	Mary Ferrell	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000570167	Anna Reposa	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570173	Jeanine Taylor	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570186	Marta Bitton	Network	None	Symantec AntiVirus		TIR Missed: No	0.19
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	2.92
INC000000570190	Valerie Lowery	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000570196	April Graham	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low Resolved	TTR Missed: No	1.30
INC000000570202	Tamie Hamblin	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570209	Danette Faretta-Brady	None	None	ZENworks for Desktops	TIR Missed: No	0.22
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	0.33
INC000000570212	Diane Hannah	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Application Services	Chad D Fowers	Human Services	Low Resolved	TTR Missed: Yes	6.36
INC000000570213	Laura Erickson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570226	Skyla Allen	Application	None	Content Manager	TIR Missed: No	0.13
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.13
INC000000570230	Marcie Valenzuela	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570234	Paul Kunz	Application	Error	PGP	TIR Missed: No	0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.09
INC000000570235	Kelli Tabarez	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.31
INC000000570250	Annette Orton	Remote Connectivity	Password	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570259	Byron Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570266	Kami Elmer	None	None	None	TIR Missed: No	0.39
	Network Operations	Michael Ostrander	Human Services	Low Resolved	TTR Missed: No	2.93
INC000000570269	Claudette Saunders	None	None	eFIND/eSHARE	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.33
INC000000570277	Priscilla Sobremonete	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570289	Kyle Goudie	Application	Error	Novell GroupWise	TIR Missed: No	0.16
	Application Services	Martin Gonzalez	Human Services	Low Resolved	TTR Missed: No	4.33
INC000000570300	Angela Bleggi	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Resolved	TTR Missed: No	4.46
INC000000570307	Kati Wheatley	None	None	None	TIR Missed: No	0.20
	Voice Operations	Julie Sabato	Human Services	Low Resolved	TTR Missed: No	0.96

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INC000000570323	Michael C Shelley	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.11
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.14
INC000000570327	Sharla Bayles	None	None	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570333	Allen De graw	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.22
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	1.30
INC000000570343	Irma Romero	Application	None	Google Chrome	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570352	Livingstone Tauvao	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570355	Keena Gallop	Application	Password	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570358	Bruce W Zylks	Network	Incident	None	TIR Missed: No	0.32
	Rural South Desktop Support	Lance Nay	Human Services	Low Resolved	TTR Missed: No	0.32
INC000000570371	Misty Bringhurst	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570376	Misty Bringhurst	Application	Error	Receipt System	TIR Missed: No	0.07
	Rural South Desktop Support	Lane Adams	Human Services	Low Resolved	TTR Missed: No	0.07
INC000000570393	David Fast	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570394	Neal Ashbridge	Application	Error	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570406	Paul Cloward	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570408	Mario Ramos	PC/Laptop	Error	None	TIR Missed: No	0.05
	Metro B Desktop Support	Tyler Pearce	Human Services	Low Resolved	TTR Missed: No	0.91
INC000000570428	Sekone Tapu	Application	Password	Novell GroupWise	TIR Missed: No	0.15
	Metro B Help Desk	Tyler Pearce	Human Services	Low Resolved	TTR Missed: No	0.15
INC000000570438	Jamie Babbel	None	None	Symantec AntiVirus	TIR Missed: No	0.26
	Metro B Desktop Support	Tyler Pearce	Human Services	Low Resolved	TTR Missed: No	0.26
INC000000570452	Maria Justice	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570459	Pamela Hadden	None	None	None	TIR Missed: Yes	6.21
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: Yes	8.10

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INC000000570475	Tina Lloyd	None	None	None		TIR Missed: No	0.46
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Resolved	TTR Missed: No	0.46
INC000000570478	Travis Thomas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570479	Amanda Alkema	None	None	Microsoft Visio Standard 2003		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570486	Caron Hacker	Network	None	None		TIR Missed: No	0.09
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000570498	Ralph Colosimo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570506	Sheri M Morris	Application	Reporting	Novell GroupWise		TIR Missed: No	0.40
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.10
INC000000570542	Debbie Booth	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570554	Ernest Akimseu	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570555	Amanda Steffon	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.39
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Resolved	TTR Missed: No	0.39
INC000000570574	Kris Hansen	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570575	Laurie Adams	Application	None	Novell GroupWise		TIR Missed: No	0.21
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.29
INC000000570577	Gilbert Hodges	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.88
INC000000570589	Justina Flesher	Application	None	Novell GroupWise		TIR Missed: No	0.36
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.67
INC000000570596	Mack McDonald	Telecom	Voice Mail	Telephone		TIR Missed: No	0.65
	Voice Operations	James Gifford	Human Services	Low	Resolved	TTR Missed: No	0.65
INC000000570647	Ken Stevens	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570663	Morgan Walton	PC/Laptop	None	None		TIR Missed: No	0.83
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.83
INC000000570675	Boyd J Grover	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000570688	Tammy Powell	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570708	Mary Ferrell	Application	Error	Internet Explorer		TIR Missed: No	0.53
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.98
INC000000570712	Maciel Perea	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570718	Tami Fullerton	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570722	Ray Winger	PC/Laptop	Hardware	None		TIR Missed: No	0.40
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed: No	1.19
INC000000570726	Rita Brooks	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.08
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	2.67
INC000000570740	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570744	Leilah Khan-Lara	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570774	Reynaldo Medellin	Mobile Devices	None	None		TIR Missed: No	0.08
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: Yes	7.87
INC000000570787	Elizabeth Baker	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570791	Jeanmarie Morris	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570795	Amanda Alkema	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570817	Ralph Colosimo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570818	Randy L Anderson	Application	Error	Budget Preparation		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000570823	Dana Howard	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570827	Matthew Cox	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570828	Kelsi Andersen	PC/Laptop	None	Pre-Admission Screening/Resid		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000570875	Deena Ott	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570882	Frank Garcia	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570893	Bill Boyle	Network	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570901	Marla Mathisen	Application	None	Google Chrome	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570907	Pam Nacario	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Resolved	TTR Missed: No	0.54
INC000000570911	Ivana Meandzija	Application	None	Contract Approval Payment Sys	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570919	Jennifer Peters	Application	None	Microsoft Excel	TIR Missed: No	0.93
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	1.08
INC000000570929	Jackie Stahler	Telecom	Call/Receive	Telephone	TIR Missed: No	0.11
	Voice Operations	Gail Christiansen	Human Services	Critical Resolved	TTR Missed: No	0.21
INC000000570930	Lori Holmes	PC/Laptop	Performance	None	TIR Missed: No	0.23
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Resolved	TTR Missed: No	0.23
INC000000570942	tauvao livingstone	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570943	Kelle Shearer	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.94
INC000000570944	Krista Murphy	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570957	Anna Reposa	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.20
INC000000570960	Krista Murphy	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570963	Ming Wang	None	None	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.16
INC000000570964	Holly Pavelka	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000570965	Mary Ferrell	Application	None	Content Manager	TIR Missed: No	0.31
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	1.70

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INC000000570966	Rick Stuart	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000570991	Laureen Wilson	None	None	None		TIR Missed: No	0.35
	Network Operations	Brian Chatwin	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000571007	Ernest Akimseu	None	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571022	Shelbie Loveless	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571027	Frank Elder	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571035	Brandee Nuzman	Application	None	Medicaid Managed Care System		TIR Missed: No	0.42
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	3.65
INC000000571054	Katelyn Bosch	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.13
INC000000571056	Paul Avery	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571067	Justin Brady	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571068	Heather Casutt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571069	Sherrie Pendleton	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571071	Amanda Kline	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571127	Michelle Gibbs	None	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571132	Ron Mervis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571137	Mechel Gibbs	Application	Reporting	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Human Services	Low	Resolved	TTR Missed: No	0.26
INC000000571139	Kristy Bate	Telecom	Voice Mail	Telephone		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.37
INC000000571142	Justin Seely	Application	None	Internet Explorer		TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.05

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INC000000571143	Skyla Allen	None	None	Office of Recovery Services Inf	TIR Missed: Yes	2.03
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	2.11
INC000000571153	Ralph Colosimo	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000571162	Rebecca Sayers	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000571164	Jamie Babbel	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000571180	Ralph Colosimo	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000571193	Kristin Urry	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000571210	Don Campbell	None	None	None	TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Human Services	Low Resolved	TTR Missed: No	0.20
INC000000571212	Jody Eby	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000571213	Janis Widdison	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000571222	Matthew Cox	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	
INC000000571226	Elizabeth Purdy	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000571243	Jamie Babbel	Mobile Devices	None	None	TIR Missed: Yes	1.04
	Application Services	Danielle Hood	Human Services	Low Resolved	TTR Missed: No	1.11
INC000000571245	Kathy Butt	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000571249	Jill McAfee	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000571299	Kolleen Fortner	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000571323	Rebecca Mullan	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000571354	Nick Rasmussen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000571399	Patrice Dozier	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571424	Kim L Anderson	PC/Laptop	Performance	None		TIR Missed: No	0.19
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000571441	Tamie Hamblin	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	1.66
INC000000571474	Deanne Braun	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571478	Rick Birrell	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	
INC000000571496	Sherry Lemmon	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571518	John Macfarlane	None	None	Microsoft Excel		TIR Missed: No	0.09
	Metro B Desktop Support	Austin Farey	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000571520	Trenna Prete	PC/Laptop	Performance	SAFE		TIR Missed: No	0.82
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.82
INC000000571545	Susan Eddy	Network	Password	None		TIR Missed: No	0.53
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.63
INC000000571546	Angela Robbins	Application	Error	Novell GroupWise		TIR Missed: No	0.30
	Metro D Help Desk	John Robinson	Human Services	Low	Resolved	TTR Missed: No	0.30
INC000000571577	Gayle Nath	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571580	Phyllis Rogerson	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571584	Keith Brown	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571616	Nick Jensen	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571631	Daniel Johnson	PC/Laptop	Password	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571636	Lucinda Thorne	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571640	Gregory Porter	None	None	None		TIR Missed: No	0.09
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.31

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INC000000571644	Angela Robbins Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571646	Tammie Godfrey Metro B Help Desk	Network Val Shepherd	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.07
INC000000571663	Diane Felt Rural South Desktop Support	PC/Laptop Lance Nay	Performance Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571666	Mark Brasher Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571679	Lory Pond Metro B Help Desk	Mainframe Gary Graham	Password Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571680	Angie Chavez Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571681	Les Carter Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571695	Susan Eddy Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571704	Chris Wride Metro B Help Desk	Mainframe Gary Graham	Password Human Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571711	Karen Grenz Rural South Desktop Support	PC/Laptop Lance Nay	Performance Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.46 0.46
INC000000571713	Karen Grenz Metro B Help Desk	Application Val Shepherd	None Human Services	Google Chrome Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571721	Lisa Tarbox Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facility Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571723	Lucinda Thorne Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.31 0.90
INC000000571727	Rachel Edwards Help Desk	PC/Laptop Vicky Marrelli	Performance Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571730	Lucinda Thorne Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.19 0.82
INC000000571735	Emily Maxfield Operations Production Control	None Lester Aoki	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.71 1.05
INC000000571738	Christie R Olsen Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.05 0.31

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INC000000571743	Laura Clark	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571747	Shelley Robison	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571754	April Conti	None	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571759	Milton Gale	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.17
INC000000571775	Toshiko Barnes	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571778	Toshiko Barnes	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571783	Amy Hall	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571788	Lisa Graham	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571794	Lisa Bird	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.21
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.40
INC000000571798	Billie Bell	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571799	Sara Harris	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571802	Josh Stevens	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571803	Paul Cloward	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571815	Cindy Lowe	PC/Laptop	Error	None		TIR Missed: No	0.09
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000571834	Lucina Cervantes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571850	Delayne Heinhold	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000571851	Richard Cheever	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000571859	Iris M Gomez	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000571863	Gloria Evans	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000571885	Patricia Coburn	None	None	Adobe Flash		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.55
INC000000571906	Susan Mich Allred	Application	Reporting	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571908	Tracy Davis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571909	Louise Lyon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571916	Randy Blatnik	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571918	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.57
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.62
INC000000571921	Alofaalo Vaa	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571934	Matt Nelson	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571969	Kerry Soelberg	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571982	Kathy Davis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571984	Jana Gierisch	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571986	Terri Dixon	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571990	Gerrie Dixon	None	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000571997	Pat Peterson	None	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.12
INC000000571998	Melissa Marshall	None	None	Utah Criminal Justice Information		TIR Missed: No	0.22
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.22

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As of 9/4/2012

Human Services

INC000000572003	Tanya Albornoz	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.08
	Application Services	Dustin Crump	Human Services	Low Resolved	TTR Missed: No	0.88
INC000000572016	Rick H Hansen	None	None	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.16
INC000000572021	Luanne Endres	Application	Password	Utah Master Directory	TIR Missed: No	0.35
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.38
INC000000572032	Kehlie Gomez	Application	Error	Mozilla Firefox	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000572034	Daniel Johnson	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00